

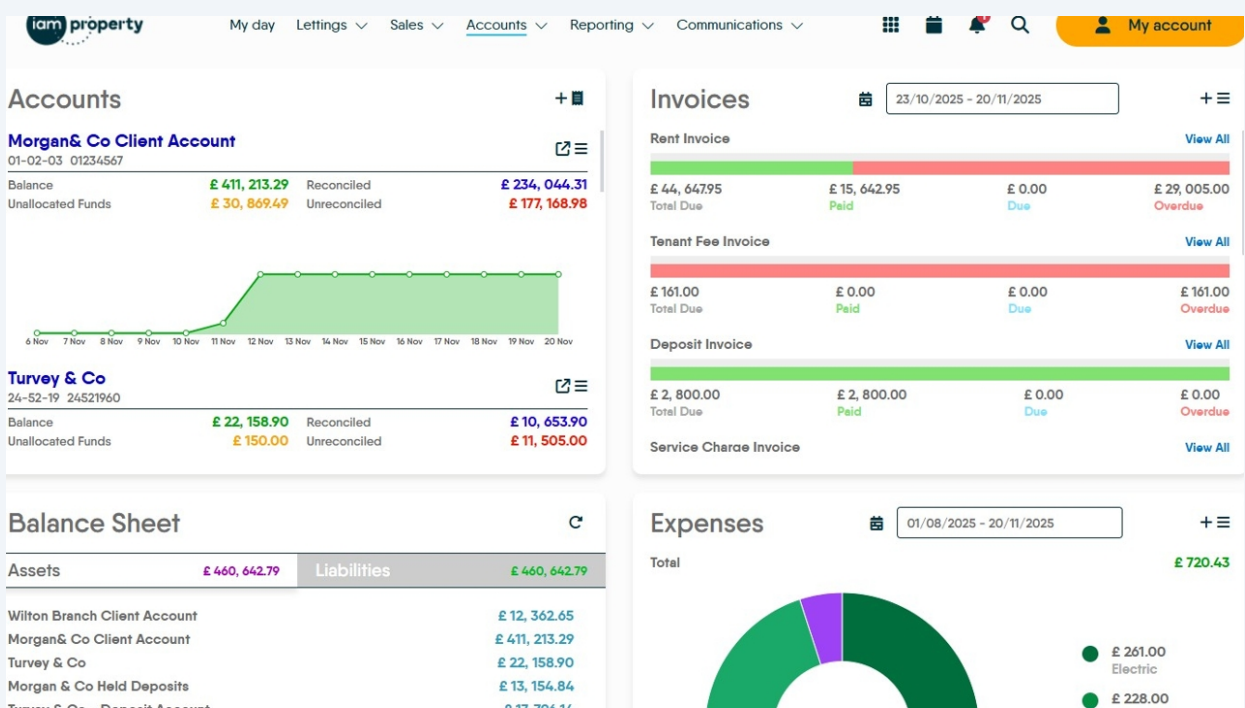
# Managing Overdue Rents



This guide offers a comprehensive approach to managing overdue rents efficiently, providing step-by-step instructions on accessing and sorting rent data, contacting tenants, and utilising templates for communication.

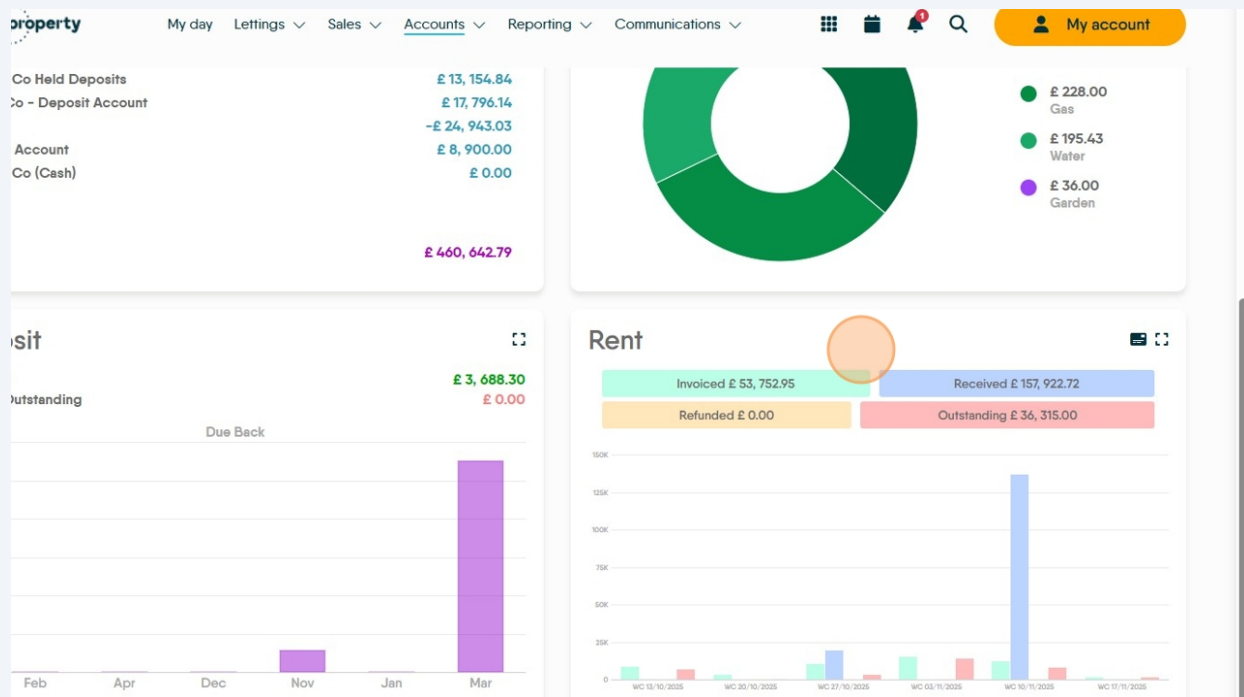
It simplifies the process of tracking overdue payments and enhances your ability to follow up with tenants through personalised emails and detailed reports. By leveraging these tools, you can streamline your rent management process and improve your collection efforts.

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



2

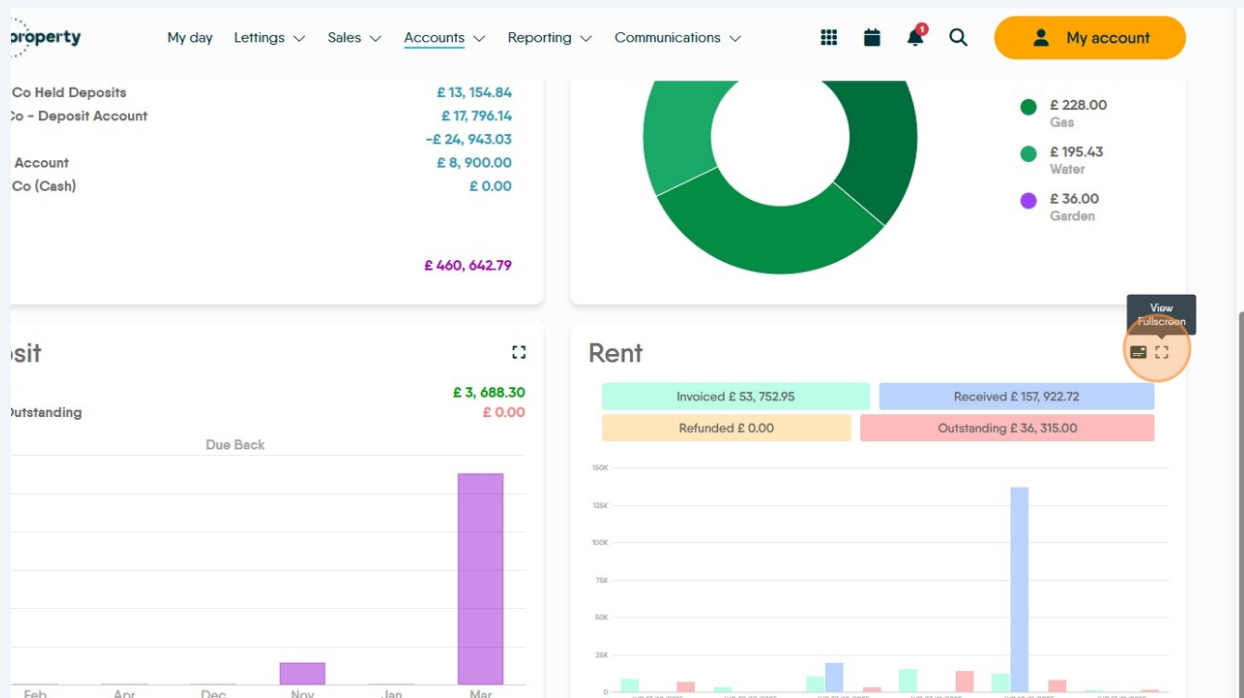
Click **"Rent"** this tile shows you the detail of your rents, showing Invoiced, Received, Refunded, Outstanding.



3

Click here to view the complete details of the currently due rents.

Due is a rent where the rent invoice has been raised from the current date out to the past.



4

This screen shows the individual data as shown below, for all rents that are currently due. The data is displayed oldest/most overdue rent first.

The column headers also include Management type and Primary Landlord name.

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdue	Unallocated Balance	Bank Reference	Guarantor	Last Contacted	Last Contacted...
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£1,100.00	£1,100.00	Overdue	64	£0.00				
Lettings Applicant...	715 Pelaw Crescent, CH...	Morgan & Co	21/09/2025	£1,450.00	£1,450.00	Overdue	60	£0.00				
Wilma Morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£150.00	£150.00	Overdue	58	£0.00			18/02/2025 17:45	Training Dave
Letting Applicant22	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£200.00	£200.00	Overdue	58	£0.00			03/10/2024 15:48	Training Dave
applicant 79	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£1,000.00	£1,000.00	Overdue	54	£0.00				
Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£600.00	£600.00	Overdue	52	£0.00			28/03/2024 11:57	Ian Henry
salesletti applicant	769 Pelaw Crescent, CH...	Morgan & Co	29/09/2025	£1,500.00	£1,500.00	Overdue	52	£0.00		.. kk		
David Morgan	7188 Pelaw Crescent, C...	Morgan & Co	02/10/2025	£950.00	£950.00	Overdue	49	£0.00			04/06/2025 11:16	Training Dave
Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£150.00	£150.00	Overdue	48	£0.00			18/02/2025 10:04	Training Dave
Lettings Applicant...	63 Kingsway, Darlington	Morgan & Co	06/10/2025	£800.00	£800.00	Overdue	45	£0.00	letappwoodland		28/03/2024 11:57	Ian Henry

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Clicking the column headers will sort the column by 'Ascending' or 'Descending' order. Clicking the 3 lines gives access to more specific search options.

Due Date	Amount	Amount OS	Status	Days Overdue	Unallocated Balance	Bank Reference
28/04/2025	£ 7,000.00	£ 7,000.00	Overdue	210	£ 0.00	MWahlber
25/06/2025	£ 5,000.00	£ 5,000.00	Overdue	152	£ 0.00	EStone42E
18/07/2025	£ 10,000.00	£ 10,000.00	Overdue	129	£ 500.00	BAffleck1P
18/07/2025	£ 5,000.00	£ 5,000.00	Overdue	129	£ 0.00	PRudd21C
18/07/2025	£ 5,000.00	£ 5,000.00	Overdue	129	£ 0.00	SBullock2
17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	68	£ 0.00	
21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	64	£ 0.00	
23/09/2025	£ 300.00	£ 300.00	Overdue	62	£ 0.00	
23/09/2025	£ 400.00	£ 400.00	Overdue	62	£ 0.00	
27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	58	£ 0.00	

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My day Lettings Sales Accounts Reporting Communications My account

Grouped

Search 10

Due Date	Amount	Amount OS	Status	Days Overdue	Unallocated Balance	Bank Refe
24/11/2025	£ 1,700.00	£ 1,700.00	Due	0	£ 0.00	729Pelawit
17/11/2025	£ 595.00	£ 595.00	Overdue	7	£ 0.00	Morgan Cl
12/11/2025	£ 1,000.00	£ 1,000.00	Overdue	12	£ 0.00	
11/11/2025	£ 150.00	£ 100.00	Overdue	13	£ 50.00	
09/11/2025	£ 950.00	£ 950.00	Overdue	15	£ 0.00	
08/11/2025	£ 1,200.00	£ 1,200.00	Overdue	16	£ 0.00	
08/11/2025	£ 1,600.00	£ 1,600.00	Overdue	16	£ 0.00	
06/11/2025	£ 2,000.00	£ 2,000.00	Overdue	18	£ 0.00	
05/11/2025	£ 900.00	£ 900.00	Overdue	19	£ 0.00	
03/11/2025	£ 1,200.00	£ 1,200.00	Overdue	21	£ 1,200.00	BatchWest

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Clicking "**Grouped**" groups together all the overdue rents for a specific property/Tenant into 1 line. Making it easier to chase a specific debt total.

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My day Lettings Sales Accounts Reporting Communications My account

Rent

Toggle grouped

Grouped

Search 10

<input type="checkbox"/>	Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days
<input type="checkbox"/>	Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 1,100.00	£ 1,100.00	Overdue	
<input type="checkbox"/>	Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	
<input type="checkbox"/>	wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue	
<input type="checkbox"/>	Letting Applicant22	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue	
<input type="checkbox"/>	applicant 79	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	
<input type="checkbox"/>	Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue	
<input type="checkbox"/>	salesletti applicant	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 1,500.00	£ 1,500.00	Overdue	
<input type="checkbox"/>	David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue	
<input type="checkbox"/>	Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 150.00	£ 150.00	Overdue	
<input type="checkbox"/>	Lettings Applicant...	63 Kingsway Darlington	Morgan & Co	06/10/2025	£ 800.00	£ 800.00	Overdue	

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Clicking the 3-dot menu will give you a range of options to select from helping you contact the tenant, make notes on the journals, see more details etc.. Click "Log Call (Tenant)"

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My dayLettingsSalesAccountsReportingCommunications

My acc

Rent

Grouped

Search

10

	Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days
	<input type="checkbox"/> Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	
	<input type="checkbox"/> Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	
	<input type="checkbox"/> wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue	
	<input type="checkbox"/> Letting Applicant22	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue	
	<input type="checkbox"/> applicant 79	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	
	<input type="checkbox"/> Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue	
	<input type="checkbox"/> salesletti applicant	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 3,000.00	£ 3,000.00	Overdue	
	<input type="checkbox"/> David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue	
	<input type="checkbox"/> Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 900.00	£ 900.00	Overdue	
	<input type="checkbox"/> Lettings Applicant	63 Kingsway, Darlington	Morgan & Co	06/10/2025	£ 1,600.00	£ 1,600.00	Overdue	

Rent

Grouped

Search

10

	Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days
	<input checked="" type="checkbox"/> Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	
	<input type="checkbox"/>	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	
	<input type="checkbox"/>	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue	
	<input type="checkbox"/>	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue	
	<input type="checkbox"/>	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	
	<input type="checkbox"/>	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue	
	<input type="checkbox"/>	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 3,000.00	£ 3,000.00	Overdue	
	<input type="checkbox"/> David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue	
	<input type="checkbox"/> Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 900.00	£ 900.00	Overdue	
	<input type="checkbox"/> Lettings Applicant...	63 Kingsway, Darlington	Morgan & Co	06/10/2025	£ 1,600.00	£ 1,600.00	Overdue	

View Tenant Ledger

Collect

Add Call (Tenant)

Log Call (Tenant)

View Tenant

Send Group Email (Tenancy)

Send Group SMS (Tenancy)

New Journal Entry

Email Landlord

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8

If you have selected one or more record, click here to send emails, text or letters. These can be sent from here, using templates if required, to chase rents. Emails from here are sent out as an 'Email Merge' and are individual personalised emails to each recipient, e.g. if you have 10 people to email each will get an email specific to them and they will NOT see the details for the other

The screenshot shows the 'iam property' software interface. At the top, there's a navigation bar with 'My day', 'Lettings', 'Sales', 'Accounts' (highlighted), and 'Reporting'. Below this, there's a 'Send Email' button and a row of icons for email, SMS, and a document icon, followed by a 'Grouped' button. Below these is a table with columns: Tenant, Property, Branch, and Due. The table contains three rows of data.

	Tenant	Property	Branch	Due
<input checked="" type="checkbox"/>	Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/0
<input type="checkbox"/>	Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/0
<input type="checkbox"/>	wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/0

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To create an email

The screenshot shows the email creation interface. At the top, there's a 'Template:' dropdown menu with the text 'Select a Template'. A callout box points to this dropdown with the text: 'Click here to select your pre made template or create a new template.' To the right of the dropdown is an 'Email Merge' button. Below the dropdown are fields for 'To:', 'CC:', and 'Bcc:'. The 'To:' field contains 'Horatio Morgan'. Below these is a 'Subject:' field with the placeholder text '{Property Address}'. At the bottom, there's a rich text editor with a menu bar (File, Edit, View, Insert, Format, Tools, Table) and various formatting icons (bold, italic, underline, etc.).

10

Click "Select a Template"

Select appropriate "Template" from the drop down list

Click "Please remedy this situation in the next 14 days of the date of this email or we will pursue this matter further."

Template: Select a Template

To: Mark Wahlberg

CC:

Bcc:

Subject: (Property Address)

File Edit View Insert Format Tools Table

System Font 12pt

Template: Tenant 1st Rent Arrears

Arrears template2

Subject: Rent Arrears - 1st Reminder - (Property Address)

Dear (Salutation),

Please find attached a Rent Arrears - 1st Reminder for (Property Address).

Template Tags

Template:  
Arrears template2

Email Merge

X


To:  
Mark Wahlberg

CC:

Bcc:

Subject: {Property Address}

File Edit View Insert Format Tools Table



Dear {Title} {Forename} {Surname}

Re: {Property Address}

You are presently in rent arrears to the amount of £{Arrears Amount} this is {Arrears Days} days in arrears as of {Arrears Date}.

Please remedy this situation in the next 14 days of the date of this email or we will pursue this matter further.

We would be happy to discuss any problems you may have paying your rent and try to find a way to resolve this issue without any further delay. If you would like to speak with us please call {User Title} {User Forename} {User Surname} on {User Phone}.

Template Tags

Property Address

Company Name

Salutation

Phone

Work phone

Mobile phone

Email

Title

Forename

Surname

Full Address

**11** Click here to show a graph detailing the rent status over the past 12 months.

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My day

Lettings

Sales

Accounts

Reporting

Communications

Grid

Calendar

Notifications

Search

My account

Icons

Grouped

Search

10

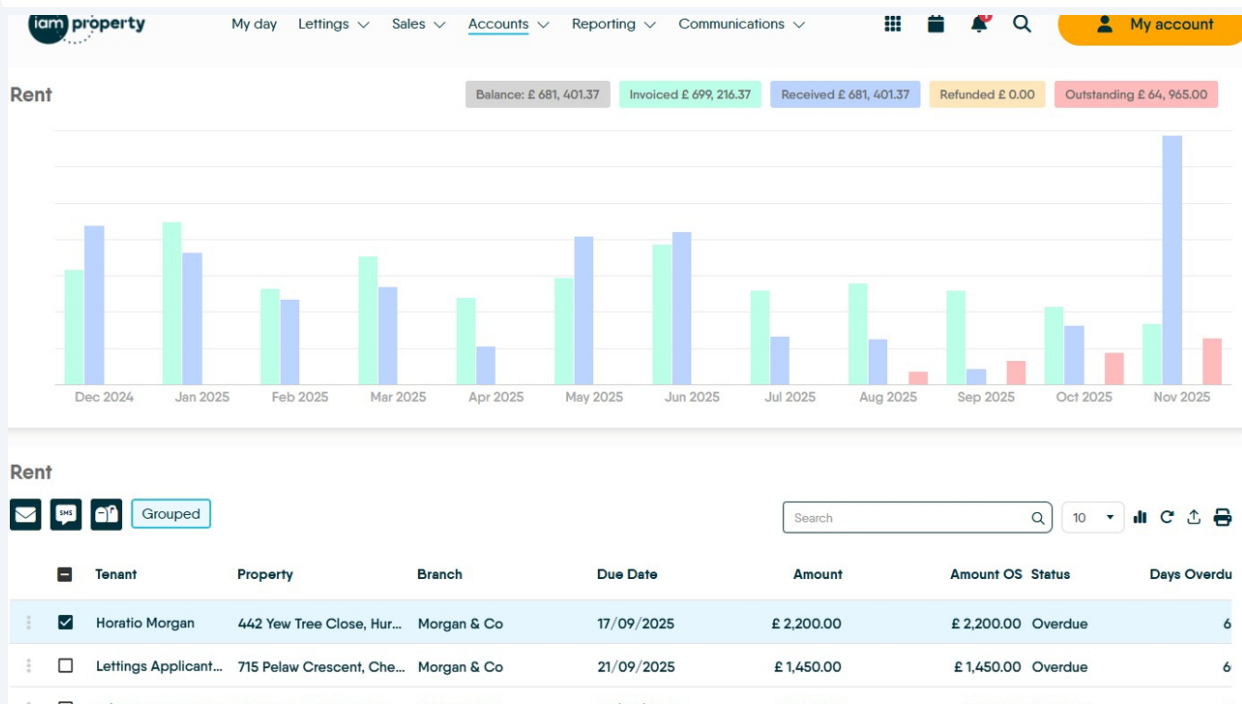
Toggle chart

Share

Print

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdu
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	6
Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	6
wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue	5
Letting Applicant22	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue	5
applicant 79	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	5
Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue	5
saleslefti applicant	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 3,000.00	£ 3,000.00	Overdue	5
David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue	4
Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 900.00	£ 900.00	Overdue	4
Lettings Applicant	63 Kingsway, Darlington	Morgan & Co	06/10/2025	£ 1,600.00	£ 1,600.00	Overdue	4





12 Click here to export the document to .csv (excel).

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property

My day Lettings Sales Accounts Reporting Communications

Grouped

Search 10

Export to CSV

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdu
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	6
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[Click here to print the file to .pdf .](#)

property

My day

Lettings

Sales

Accounts

Reporting

Communications

My account

Grouped

Search

10

Print to PDF

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdu
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	6
Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	6
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