

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

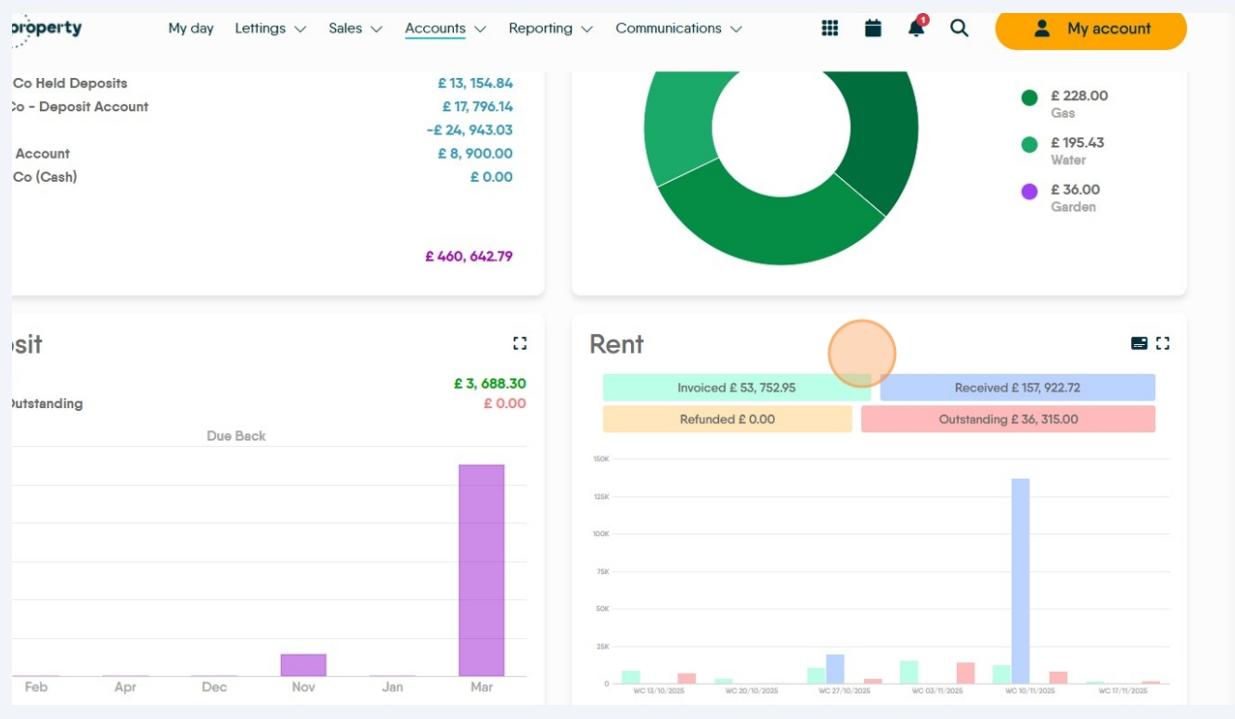
Navigate to <https://crm.iamproperty.com/Dashboards/Accounts>

The screenshot displays the iam property CRM interface with the following sections:

- Accounts:** Shows two client accounts: **Morgan & Co Client Account** (01-02-03 01234567) and **Turvey & Co** (24-52-19 24521960). Each account has a balance summary and a timeline chart showing transaction history from November 6 to November 20. The chart for Morgan & Co shows a significant increase in balance starting around November 11.
- Invoices:** Lists four types of invoices with their details and status (Paid, Due, Overdue).
 - Rent Invoice: £44,647.95 (Paid), £15,642.95 (Due), £29,005.00 (Overdue)
 - Tenant Fee Invoice: £161.00 (Paid), £0.00 (Due)
 - Deposit Invoice: £2,800.00 (Paid), £0.00 (Due)
 - Service Charge Invoice: £0.00 (Paid), £0.00 (Due)
- Balance Sheet:** Compares Assets (£460,642.79) and Liabilities (£460,642.79) across various client accounts.
- Expenses:** Shows a total of £720.43 for the period 01/08/2025 - 20/11/2025. A donut chart breaks down expenses into three categories: Electric (£261.00), Water (£228.00), and Gas (£221.43).

2

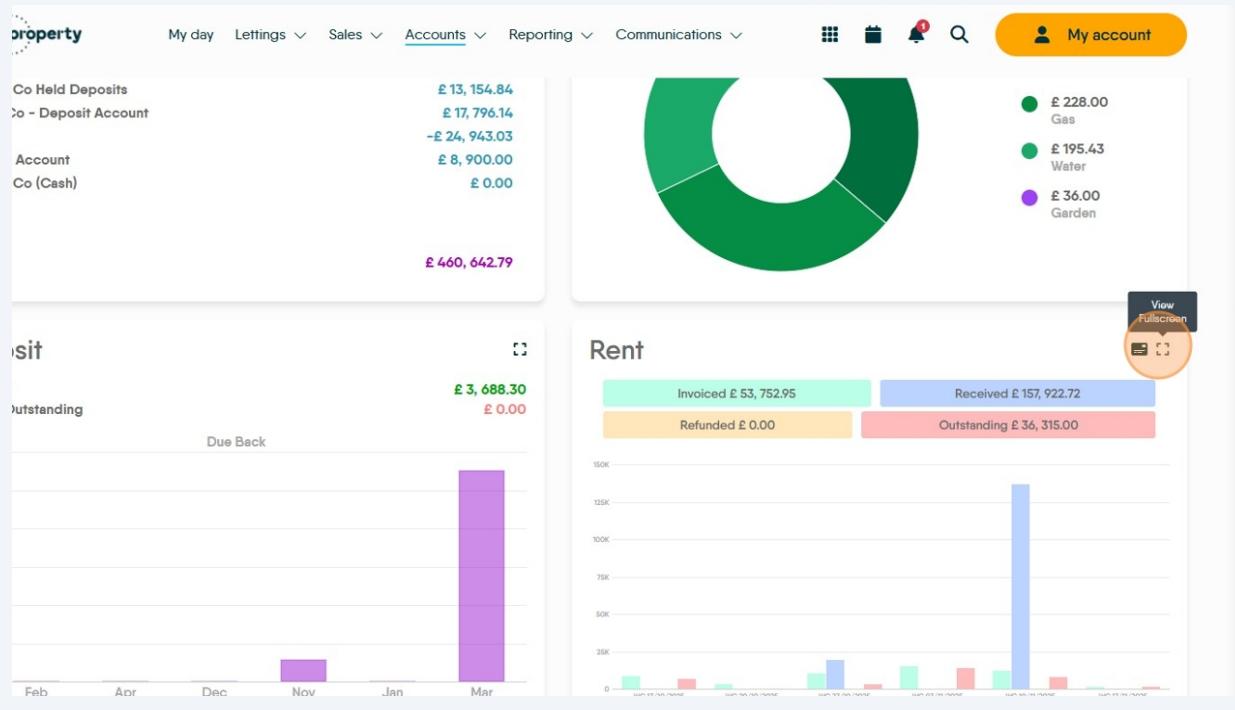
Click "**Rent**" this tile shows you the detail of your rents, showing Invoiced, Received, Refunded, Outstanding.



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.

The screenshot shows a software interface for managing rents. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is currently selected), 'Reporting', and 'Communications'. On the right, there are icons for search, filters, and account management. The main content area is titled 'Rent' and shows a table of data. The table has columns: Tenant, Property, Branch, Due Date, Amount, Amount OS, Status, Days Overdue, Unallocated Balance, Bank Reference, Guarantor, Last Contacted, and Last Contact...'. The 'Days Overdue' column is highlighted with an orange border. The data in the table is as follows:

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdue	Unallocated Balance	Bank Reference	Guarantor	Last Contacted	Last Contact...
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	74/9 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	

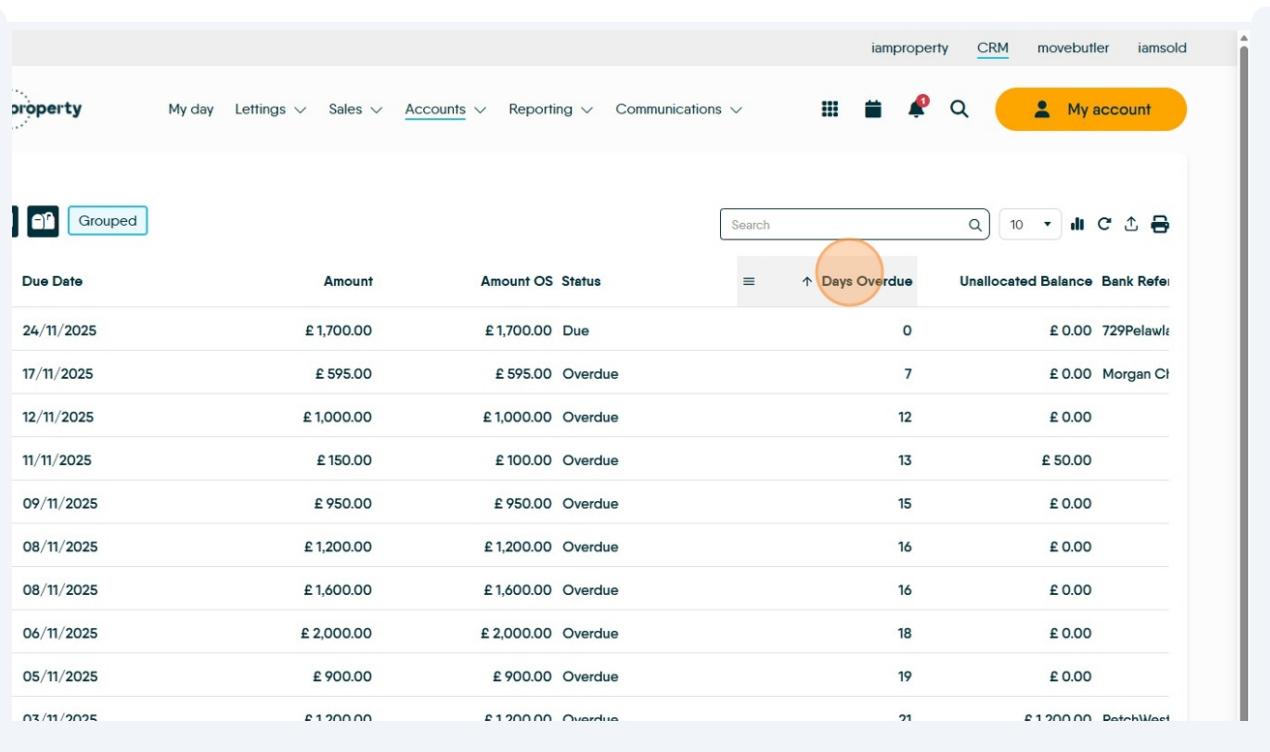
At the bottom of the table, there are navigation buttons for '1 to 10 of 57', 'Page 1 of 6', and a 'Print' icon.

5

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

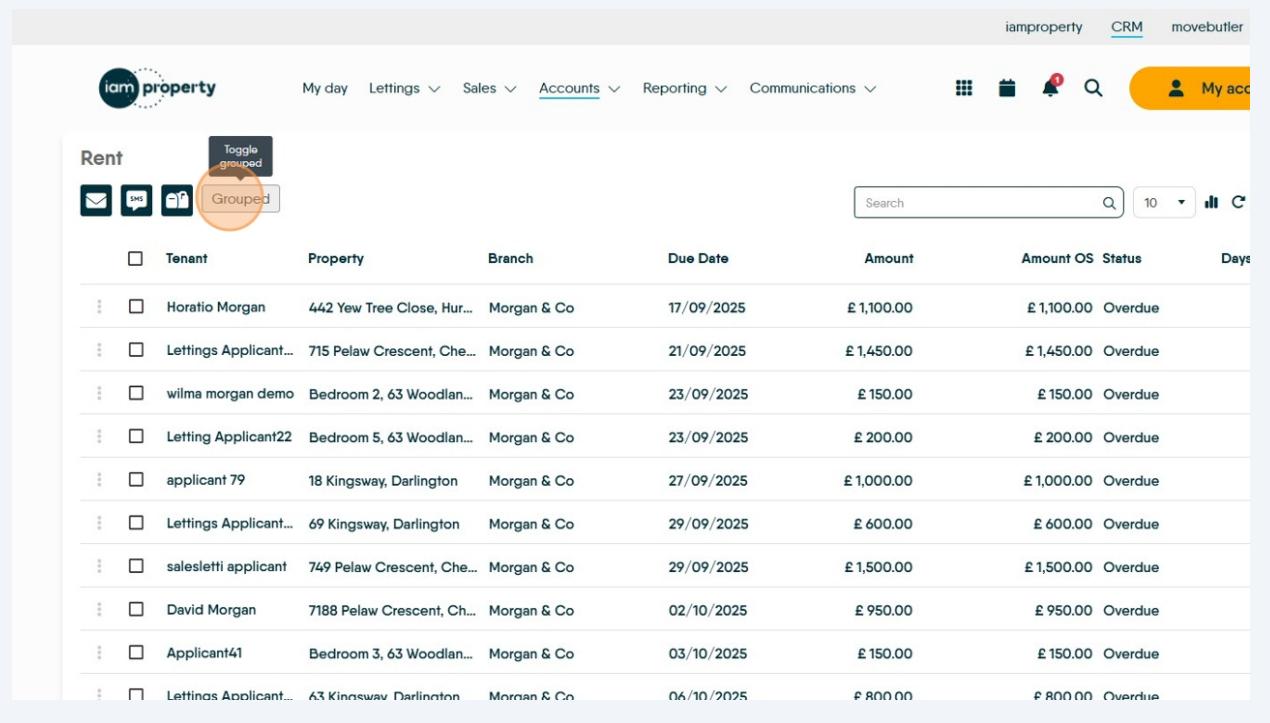
The screenshot shows a software interface for managing rents. The top navigation bar includes links for 'My day', 'Lettings', 'Sales', 'Accounts' (which is currently selected), 'Reporting', and 'Communications'. On the right, there are icons for search, filters, and account management. The main content area shows a table of data. The table has columns: Due Date, Amount, Amount OS, Status, Days Overdue, Unallocated Balance, and Bank Reference. The 'Days Overdue' column is highlighted with an orange circle. The data in the table is as follows:

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	BAffleck1F
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	



Due Date	Amount	Amount OS	Status	Days Overdue	Unallocated Balance	Bank Ref
24/11/2025	£ 1,700.00	£ 1,700.00	Due	0	£ 0.00	729Pelawlk
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	PatchedW

6 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.



Rent	Toggle grouped	Property	Branch	Due Date	Amount	Amount OS	Status	Days
<input type="checkbox"/> Tenant	Grouped	Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 1,100.00	£ 1,100.00	Overdue
<input type="checkbox"/> Lettings Applicant...	Grouped	Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue
<input type="checkbox"/> wilma morgan demo	Grouped	wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue
<input type="checkbox"/> Letting Applicant22	Grouped	Letting Applicant22	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue
<input type="checkbox"/> applicant 79	Grouped	applicant 79	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue
<input type="checkbox"/> Lettings Applicant...	Grouped	Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue
<input type="checkbox"/> salesletti applicant	Grouped	salesletti applicant	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 1,500.00	£ 1,500.00	Overdue
<input type="checkbox"/> David Morgan	Grouped	David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue
<input type="checkbox"/> Applicant41	Grouped	Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 150.00	£ 150.00	Overdue
<input type="checkbox"/> Lettings Applicant...	Grouped	Lettings Applicant...	A3 Kingsway Darlington	Morgan & Co	06/10/2025	£ 800.00	£ 800.00	Overdue

7 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)"



Rent



Search



10



C

<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	£ 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



Search



10



C

<input type="checkbox"/> 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	
View Tenant Ledger							
<input type="checkbox"/> Collect	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	
<input type="checkbox"/> Add Call (Tenant)	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue	
<input type="checkbox"/> Log Call (Tenant)	Bedroom 5, 63 Woodlan...	Morgan & Co	23/09/2025	£ 200.00	£ 200.00	Overdue	
<input type="checkbox"/> View Tenant	18 Kingsway, Darlington	Morgan & Co	27/09/2025	£ 1,000.00	£ 1,000.00	Overdue	
<input type="checkbox"/> Send Group Email (Tenancy)	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue	
<input type="checkbox"/> Send Group SMS (Tenancy)	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 3,000.00	£ 3,000.00	Overdue	
<input type="checkbox"/> New Journal Entry	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue	
<input type="checkbox"/> Email Landlord	63 Kingsway, Darlington	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	

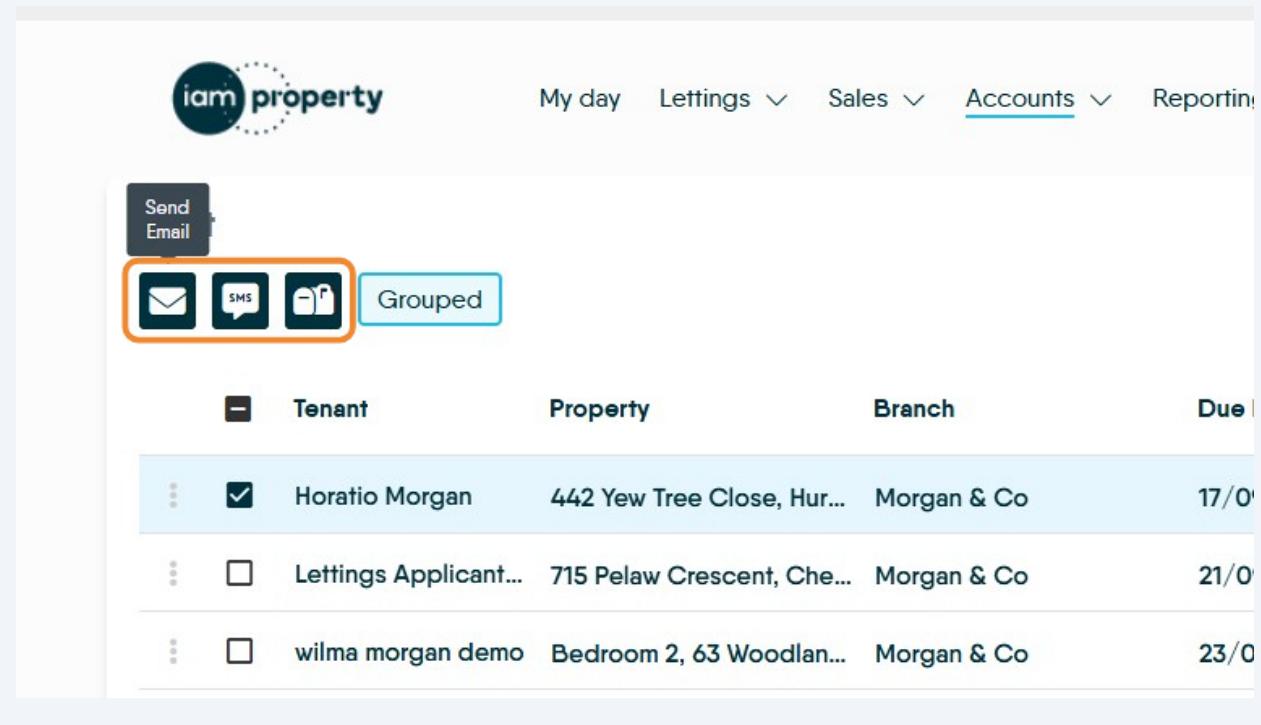
1 to 10 of 37



Page 1 of 4

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

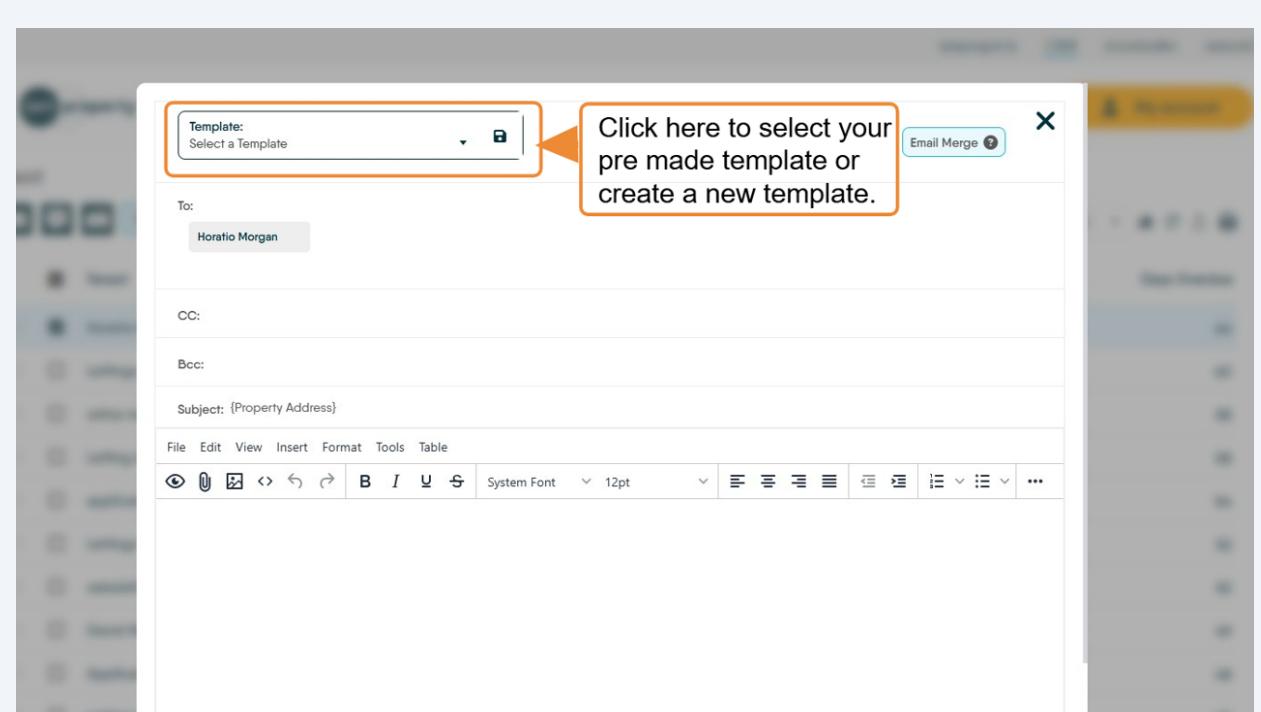


The screenshot shows the iam property software interface. At the top, there is a navigation bar with the logo 'iam property', 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating it is the active tab), and 'Reporting'. Below the navigation bar, there is a toolbar with a 'Send Email' button (which is highlighted with a black box) and three other buttons: 'SMS' and 'Grouped' (both highlighted with orange boxes). A list of selected records is displayed below the toolbar, with columns for 'Tenant', 'Property', 'Branch', and 'Due'. The first record in the list is checked (indicated by a checked checkbox icon).

Tenant	Property	Branch	Due
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/01/2024
Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/01/2024
wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/01/2024

9

To create an email



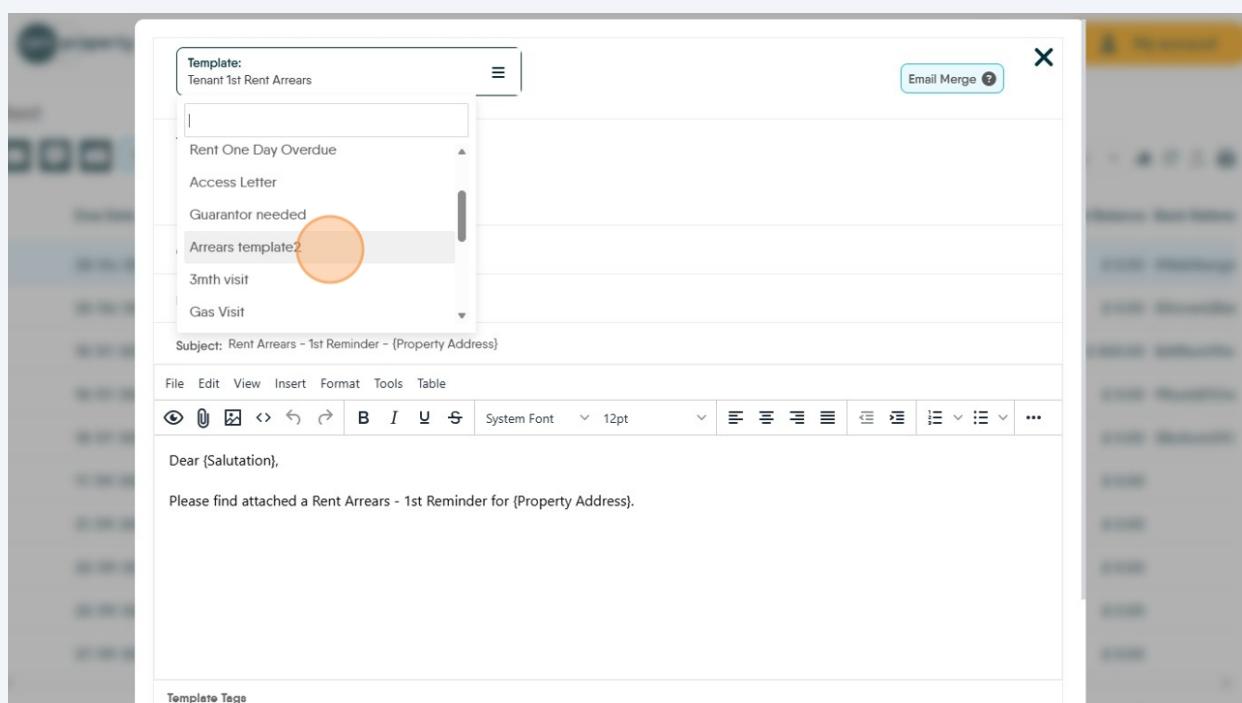
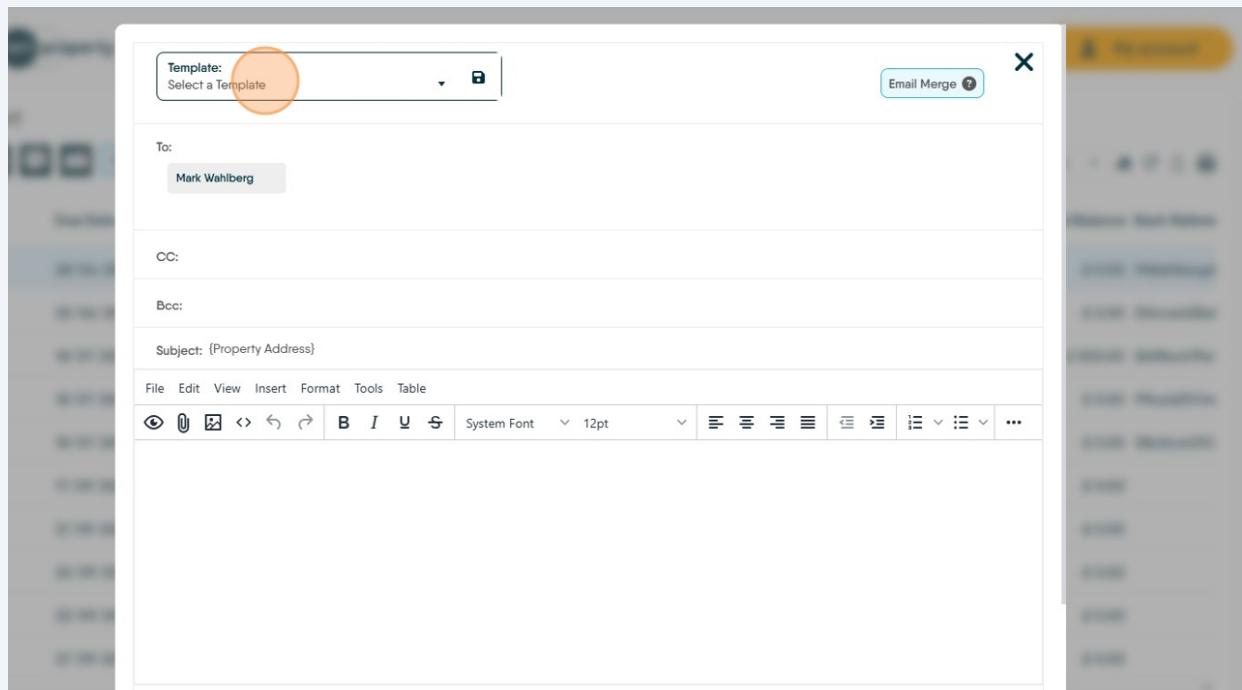
The screenshot shows the email creation interface. At the top, there is a 'Template' dropdown menu with the placeholder 'Select a Template'. A callout bubble with an orange border and arrow points to this dropdown, containing the text 'Click here to select your pre made template or create a new template.' Below the template dropdown, there are fields for 'To:' (containing 'Horatio Morgan'), 'CC:', and 'Bcc:'. At the bottom, there is a toolbar with various formatting options and a 'System Font' dropdown set to '12pt'. The subject line 'Subject: [Property Address]' is also visible.

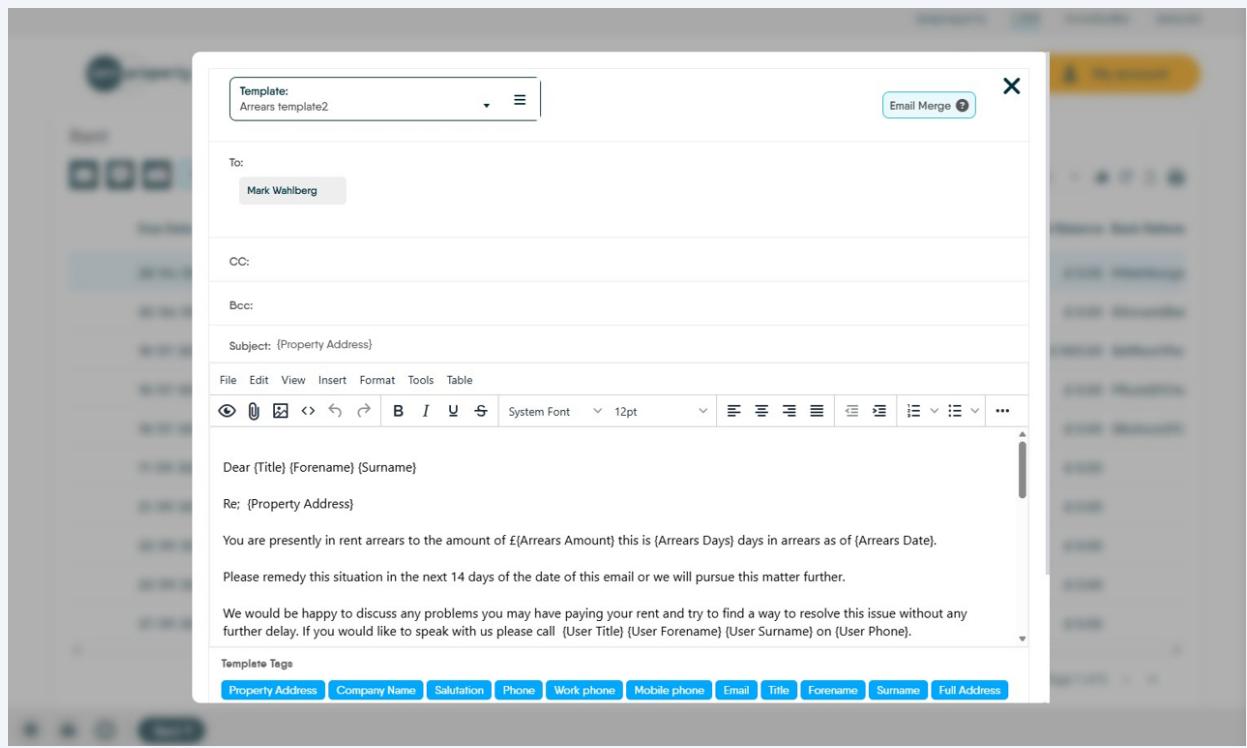
10

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."



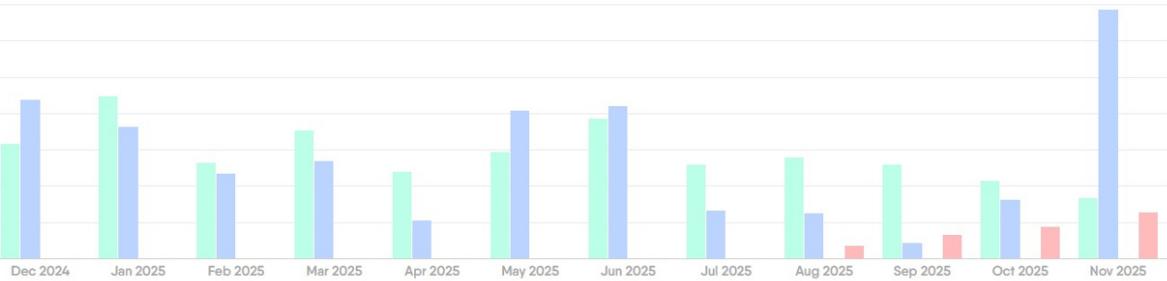


11 Click here to show a graph detailing the rent status over the past 12 months.

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdue
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
salesletti 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...	67 Kingsway, Darlington	Morgan & Co	06/10/2025	£ 1,600.00	£ 1,600.00	Overdue	1

Rent

Balance: £ 681,401.37 Invoiced £ 699,216.37 Received £ 681,401.37 Refunded £ 0.00 Outstanding £ 64,965.00


Rent
   **Grouped**

Search

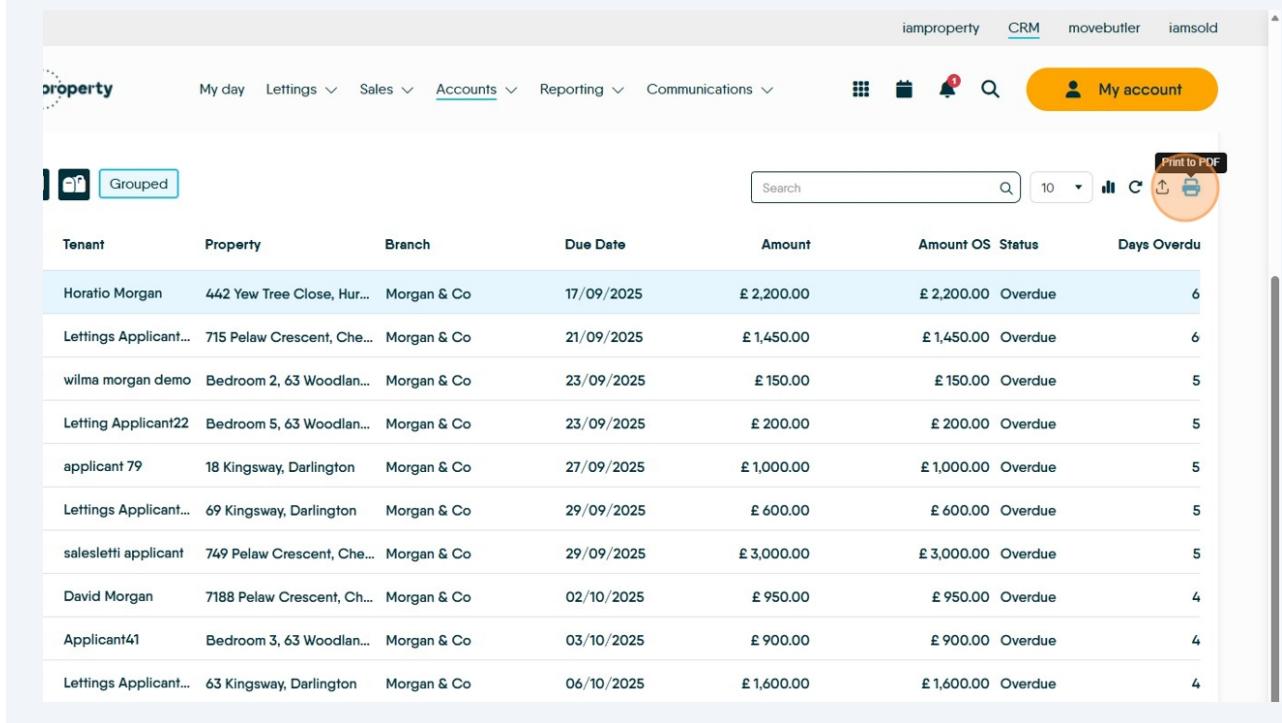
	Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdu
	Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue	6
	Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue	6

12

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

iamproperty CRM movebutler iamsold						
property My day Lettings Sales Accounts Reporting Communications						
   Grouped						
   						
Tenant	Property	Branch	Due Date	Amount	Amount OS	Status
Horatio Morgan	442 Yew Tree Close, Hur...	Morgan & Co	17/09/2025	£ 2,200.00	£ 2,200.00	Overdue
Lettings Applicant...	715 Pelaw Crescent, Che...	Morgan & Co	21/09/2025	£ 1,450.00	£ 1,450.00	Overdue
wilma morgan demo	Bedroom 2, 63 Woodlan...	Morgan & Co	23/09/2025	£ 150.00	£ 150.00	Overdue
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Lettings Applicant...	69 Kingsway, Darlington	Morgan & Co	29/09/2025	£ 600.00	£ 600.00	Overdue
salesletti applicant	749 Pelaw Crescent, Che...	Morgan & Co	29/09/2025	£ 3,000.00	£ 3,000.00	Overdue
David Morgan	7188 Pelaw Crescent, Ch...	Morgan & Co	02/10/2025	£ 950.00	£ 950.00	Overdue
Applicant41	Bedroom 3, 63 Woodlan...	Morgan & Co	03/10/2025	£ 900.00	£ 900.00	Overdue
Lettings Applicant...	63 Kingsway, Darlington	Morgan & Co	06/10/2025	£ 1,600.00	£ 1,600.00	Overdue

13 Click here to print the file to .pdf .



The screenshot shows a software interface for managing accounts. At the top, there are navigation links: 'My day', 'Lettings', 'Sales', 'Accounts' (which is underlined, indicating it's the active tab), 'Reporting', 'Communications', and 'CRM', 'movebutler', 'iamsold'. Below the navigation is a toolbar with icons for 'grid', 'list', 'calendar', 'bell', 'magnifying glass', and 'My account'. A search bar and a dropdown for '10' are also present. On the right, there is a 'Print to PDF' button with a circled orange highlight. The main area is a table with the following columns: Tenant, Property, Branch, Due Date, Amount, Amount OS, Status, and Days Overdue. The data in the table is as follows:

Tenant	Property	Branch	Due Date	Amount	Amount OS	Status	Days Overdue
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
salesletti 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