

# Rents User Guide

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## 1. NEC Rents

### 1.1 Introduction

This guide provides an overview of NEC Rents and the related processes.

### 1.2 Objectives

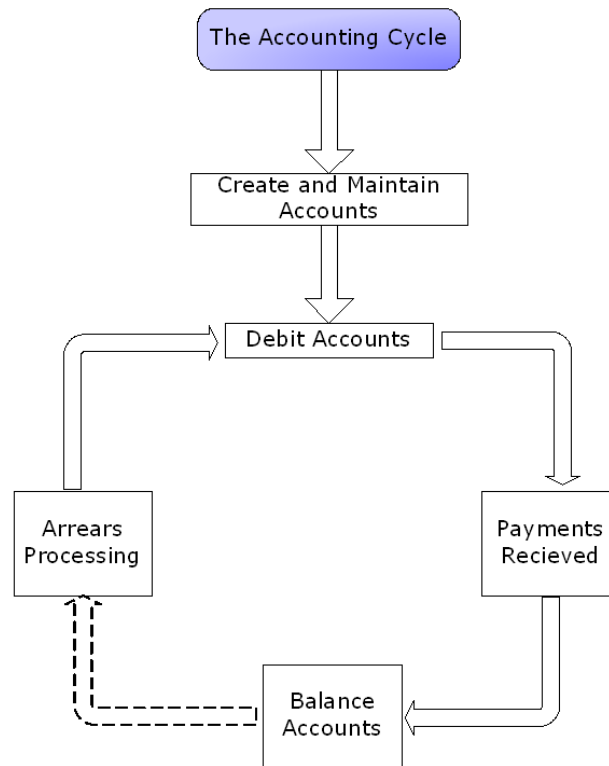
This guide will help you to:

- Understand the main functions of NEC Rents.
- Understand the principles of the Accounting Cycle.
- Understand the Principles of the Financial Admin Years.






### 1.3 Main Functions of Rents















- Rent Calculation.
- Account Maintenance (including new, existing and former tenants).
- Payments and Adjustments.
- Suspense Accounts.
- Sundry Accounts.
- Rent Collection.
- Arrears Control.
- Recording Tenant Service Charges if required.
- Year Start/Year End Management.











## 1.4 Accounting Lifecycle








## 1.5 System Icons:

Icon	Description
	Click the <b>Main Row Action</b> icon to view a list of different areas within the system. (The Burger Bar)
	Click the <b>More Chevron</b> icon to access the business and functional areas of the application.
	Click the <b>Row Action</b> icon to access a list of values from which you can select an action to perform.
	Click the <b>Create</b> icon to open the form or wizard used to create a record.
	Click the <b>Open</b> icon to view the contents of a region or form.




	Click the <b>Close</b> icon to hide the contents of a region or form.
	Click the <b>Next Page</b> icon to view the next set of records in a summary page region.
	Click the <b>Previous Page</b> icon to view the previous set of records in a summary page region.
	Click the <b>Expand/Collapse</b> icon to display additional information relating to the corresponding record or to hide this additional information.
	Click the <b>Start of Page</b> icon to allow the system to automatically scroll up to the start of the summary or details page you are currently on.
	Click the <b>Select this record</b> icon to select the record in the corresponding row to display associated child regions.
	Click the <b>Advanced Search</b> icon to access an advanced search from a summary page.
	Click the <b>Last Query</b> icon to resubmit the last query performed.
	Click the <b>Help</b> icon to open the online help topic relating to the page, region or form you are using. The help button appears in the top banner or footer.
	Click the <b>Help About</b> icon to view further information about the region or form you are currently in.
	Click the <b>Cancel</b> icon to close the region, form or screen you are in without saving your changes.
	Click the <b>Mobile</b> icon to indicate that you are using a mobile device. The screen will adapt so that it is fully optimised when in this mode.
	Click the <b>Desktop</b> icon to indicate that you are using a desktop. The screen will adapt so that it is fully optimised when in this mode.
	Click the <b>Cards View</b> icon to change the way in which the search results are displayed.  This icon is only available in the <b>MyPortal 360View</b> page.

	<p>Click the <b>Report View</b> icon to change the way in which the search results are displayed.</p> <p>This icon is only available in the <b>MyPortal 360View</b> page.</p>
	<p>Click the <b>More</b> icon at the top of a details page to display more links that you can use to navigate to different regions.</p>
	<p>Click the <b>Calendar</b> icon to select the date you want from the pop-up calendar that appears. Alternatively enter the date using your keyboard.</p>
	<p>Click the <b>Open Search Page</b> icon to open a secondary form where you can enter your search criteria.</p>
	<p>Click the <b>Select List</b> icon to select the item you want from the pop-up list that appears.</p>
	<p>Click the <b>System Menu</b> icon to a view drop down list from which you can perform the following actions:</p> <p><b>Preferences</b> - The <b>Display Preferences</b> page will open, and you can set your user preferences for the system.</p> <p><b>Help</b> - The online help homepage will open where you can search for further information.</p> <p><b>Password</b> - The <b>Change Password</b> form will open, and you can change your password for the system.</p> <p><b>Log Off</b> - You will be logged off the system.</p>
	<p>Click the <b>Excel</b> icon to export the records held within the region to your computer as an Excel document.</p>
	<p>Click the <b>Add Row</b> icon to add a new row to a form in a wizard.</p>
	<p>Click the <b>Remove this row</b> icon to remove a row from a form in a wizard.</p>
	<p>This icon denotes a mandatory field where information must be entered before a task can be completed.</p>
	<p>Click the <b>Reset</b> icon to reset your selections back to the default settings.</p>



	Click the <b>Move</b> icon to move your selection to another area.
	Click the <b>Move All</b> icon to move all your selections to another area.
	Click the <b>Remove</b> icon to remove your selection.
	Click the <b>Remove All</b> icon to remove all your selections.
	Click the <b>Top</b> icon to move your selection to the top of the list.

There are five types of errors:

Type of Error	What this means
E – Error 	Action needed to be taken to continue process
I – Information 	For information
Q – Question	Likely to be a mandatory field
V – Validation 	For information

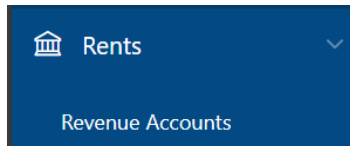
## 1.6 Glossary

<b>Saffron</b>		<b>NEC</b>	
<b>Financial Group</b>		<b>Financial Group</b>	
HRA / LUP		Weekly48	
HRH		Weekly52HRH	
LTP		Weekly52LTP	
SUP		RAP	
DEC		DEC48 / DEC52	
LUS		ANNGGS	
<b>System</b>		<b>System</b>	
Rent Account Number		Payment Reference	
Agreements		Arrangements	
Tenancy Accounts		Rent Accounts	
Patches		Admin Units	
People		Parties	
Delete		Decline	
Statement		Transactions	

## 2. Navigation

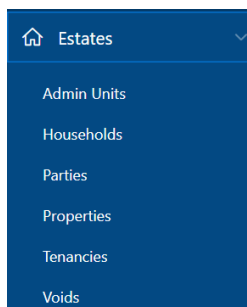
### 2.1 Navigating Rents

- From any page on the module's navigation on the left-hand side find and select '**Rents**'
- From here you select '**Revenue Accounts**'



### 2.2 Navigating Tenancies, Properties, Voids and People

- From any page on the module's navigation on the left-hand side find and select '**Estates**'
- From here you can select any of the following modules you need to get into.

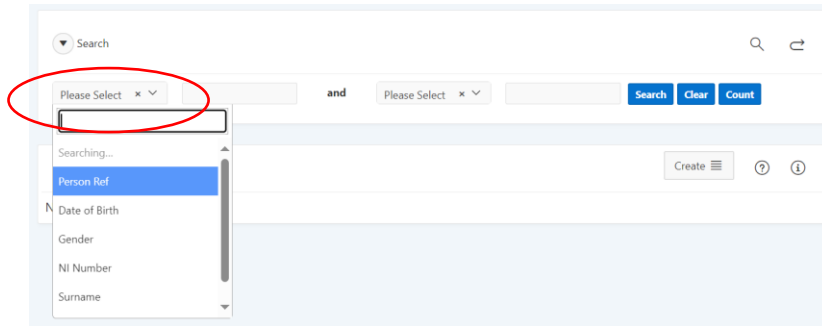


### 2.3 Navigating Pre Tenancy Rents and Housing Support Referrals

- From any page on the module's navigation on the left-hand side find and select '**Support Services**'
- Select '**Referrals**'

### 2.4 Search Bar

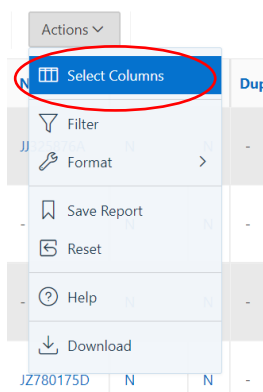
- From any module area you will find the search bar on the top. Here use the drop down to select a search option to use, e.g. '**Surname**', '**Admin Unit**', '**Reference**'



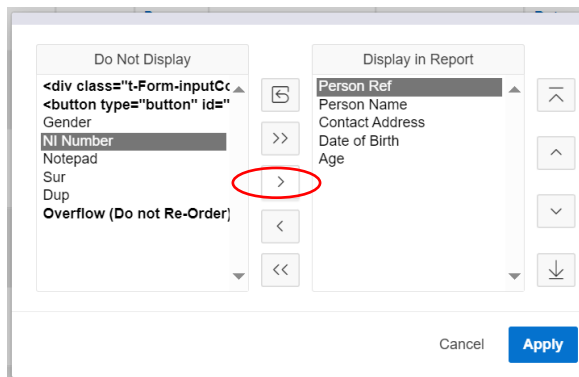
- Enter the details of your search item into the box next to the drop down.
- Click **'Search'**
- If there are multiple search results you can use the **'Column Headers'** to refine the search further by clicking on the desired header and using the sort or filter functions

Person Ref	Person Name	Contact Address	Date of Birth	Age	Gender	NI Num
19544			18-Sep-1987	36	F	JJ325876
20297	MISS.		15-Jul-2010	13	F	-
20298	MISS.		26-Jun-2018	5	M	-
8529	MISS.		30-Jan-1995	29	M	JZ78017

- If there are no suitable headers for you to filter your results by you can click **'Actions'** and select **'Select Columns'**



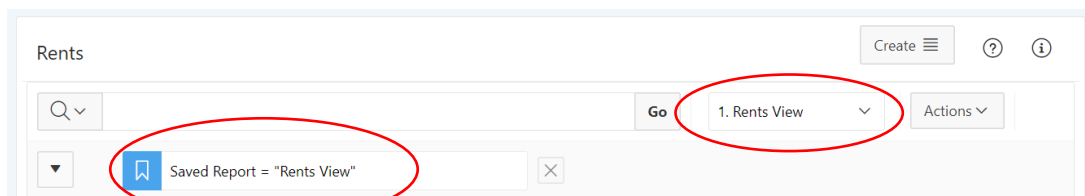
- From here you can choose a more suitable header on the **'Do Not Display'** list and using the arrow **'>'** move this to the **'Display in Report'**



- Click **'Apply'**

**Note:** You can use the % sign to do a wildcard search rather than entering specific information in the search bar. Similar to \*\*\* in Saffron.

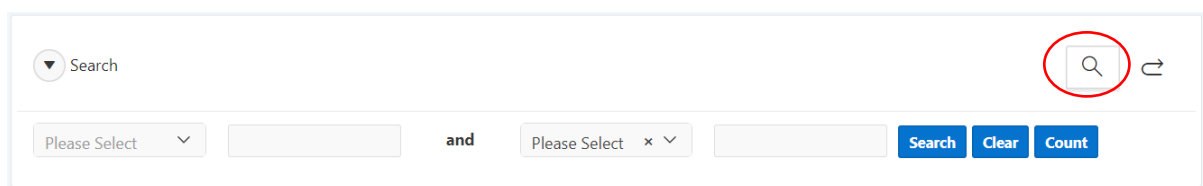
**Note:** You can save this view by clicking **'Actions'** and then select **'Save Report'**. Give the report a name and a description and click **'Apply'**. You will now see



the report has been applied and you can change the report back to the standard by using the new column next to **'Actions'**.

## 2.5 Advance Search

- From any module area you will find the search bar at the top and on the right-hand side you will find a magnifying glass for the **'Advanced Search'** which you will select.



- From here use the search options to define how you would like to search. The search options are split into multiple options depending on your module area

Revenue Account Search ↶ ? i ×

Account Details

Address Details

Arrears Details

Transaction Types

Other Fields

- Once you have completed any of the search requirements click '**Search**'

---

**Note:** You can use the % sign to do a wildcard search rather than entering specific information in the search bar. Similar to \*\*\* in Saffron.

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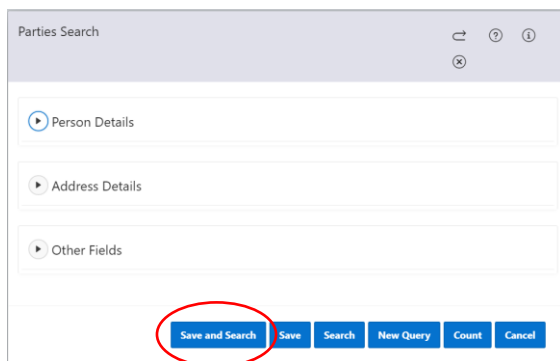
## 2.6 Save a Search

- From any module area you will find the search bar at the top and on the right-hand side you will find a magnifying glass for the '**Advanced Search**' which you will select.

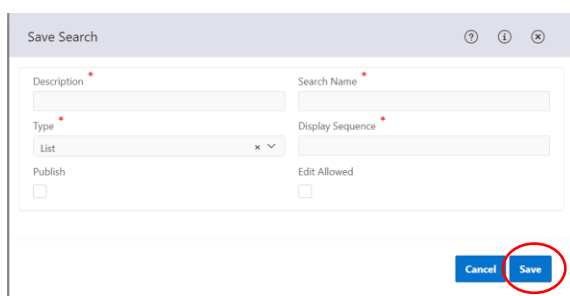
▼ Search 🔍 ↶

Please Select  and Please Select

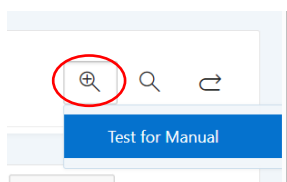
- From here use the search options to define how you would like to search. The search options are split into multiple options depending on your module area



- Once you have completed any of the search requirements click **'Save and Search'**
- Enter all the information in the **'Save Search'** wizard



- Click **'Save'**
- Saved Searches are now accessed via the display card or magnifying glass with the plus sign **'Saved Searches'**



- You can only use one number for Saved Searches are now accessed via the display card or magnifying glass with the plus sign **'Saved Searches'**

---

**Note:** You can only use one number for **'Display Sequence'** per saved search. Always best to start at 1 and work your way through the numbers.

---

## 2.8 Viewing All Active Common Housing Register Applications (CHR)

- In **'Parties'**, search for the person using the search or advanced search options
- Select the person
- From the banner at the top click **'More'** and then **'Applications'**
- Click the **'Current'** tab for current applications or **'All'** for the history of offers.

Application Ref	Application Address	Relationship	Off	Nom	Refusals	Status	Notepad
122888	4 New Branziet Cottages, Balmore Road, Balmore, Glasgow, G64 4AH	MAIN	N	N	-	CUR	Y
118428	20 Hawthorn Avenue, Bearsden, Glasgow, G61 3NU	MAIN	A	N	-	HSD	Y

**Note:** You can ‘Row Action’ the application and select ‘Maintain Application Details’ which will take you to the tenant’s application.

## 2.9 Check What List a Tenant's Application is On

- In ‘Parties’, search for the person using the search or advanced search options
- Select the person
- From the banner at the top click ‘More’ and then ‘Applications’
- ‘Row Action’ the application you need to check and select ‘Maintain Application Details’

Ref	Application Address
122888	4 New Branziet Cottages, Balmore Road, Balmore, Glasgow, G64 4AH

- From the banner at the top click ‘More’ and then ‘List Entries’
- Check the ‘List’ column which will advise what list the tenant is on.

List	Category	Start Date	Status	Reason	Area Office	HHold	Gen	Act	Off
TRANSFER	T_LOCAL	10-May-2024	ACTV	-	ALLOCOFF	SING23G	-	Y	N

**Note:** GGS – List of Garage Ground Sites, Homeless – List for Homeless Assessments, LUP – List for Lock Ups, Register – List for General Needs, Transfer – List for General Needs Transfers



## 2.10 Check if a Tenant is Under Offer

- In **'Parties'**, search for the person using the search or advanced search options
- Select the person
- From the banner at the top click **'More'** and then **'Applications'**
- Check the **'OFF'** column which will advise if the tenant is under offer or has accepted the offer.

Application Ref	Application Address	Relationship	Off	Nom	Refusals	Status	Notepad
122888	4 New Branziet Cottages, Balmore Road, Balmore, Glasgow, G64 4AH	MAIN	N	N	-	CUR	Y
118428	20 Hawthorn Avenue, Bearsden, Glasgow, G61 3NU	MAIN	A	N	-	HSD	Y

**Note:** O – Under Offer, N – No Offer, A - Accepted

## 2.11 Check if an Abandonment has been Served

- In **'Tenancies'**, search for the person using the search or advanced search options
- Select the person you are looking to check the abandonment procedure of
- A warning pop up should appear advising if the abandonment has been served and the dates of the aband

**System Messages** ✕

HEM-00147 Name: MISS KATY BELL Note Type: ABAND Desc: Abandonment notes Text: 28 day aband served on 12.02.2024. Aband and certificate of delivery saved in house files.

- Click **'More'** and then **'Notes'** where you can find any notes relating to the abandonment procedure. These can be filtered by clicking on **'Type'** and selecting the note type **'ABAND'**

Notes  Current  All Create ? i

Q Go Actions

		Text	Type	Created By	Created Date	High	Cur	
		28 day aband served on 12.02.2024. Aband and certificate of delivery saved in house files.	ABAND	JMACLEOD	12-Feb-2024	Y	Y	↕ ↗

1 - 1

**Expand**

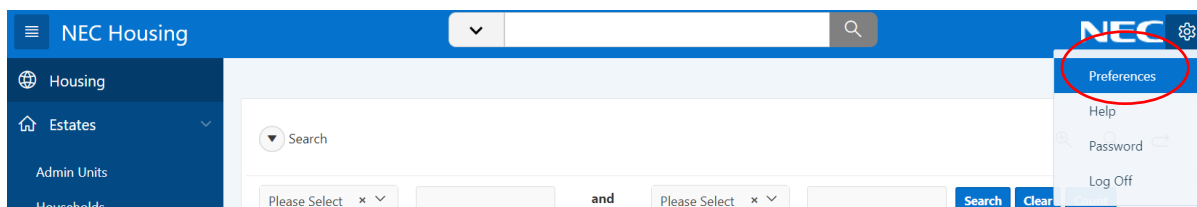
**Tenure** Scottish Secure Tenancy      **Tenancy** Scottish Secure Tenancy      **Status** Abandonment Notice Served

**Tenure Band**      **Review Date**      **Source** Transfer - Local

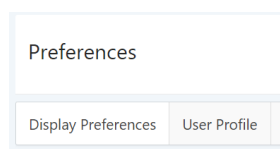
**Note:** The warning pop up should also appear in the rent account and properties. There should also be a status on the main page in **'Tenancies'** under the **'Expand'** advising **'Abandonment Notice Served'**.

## 2.12 Update your System Preferences

- From any page click the **'Gear'** on the top right-hand corner to open **'System Menu'**



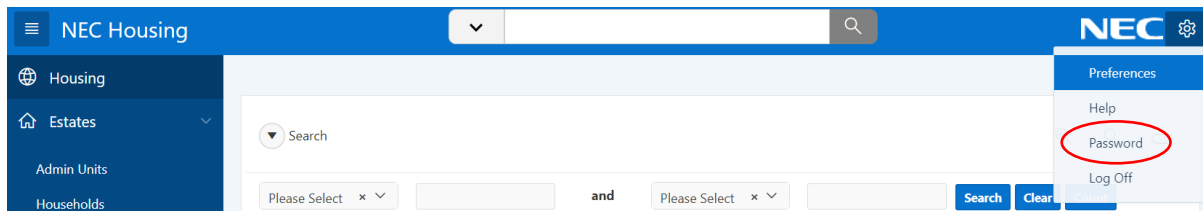
- Click **'Preferences'**
- From here you can update your **'Display Preferences'** and **'User Profile'**



- Once any changes are made click **'Save'**

## 2.13 Update your System Password

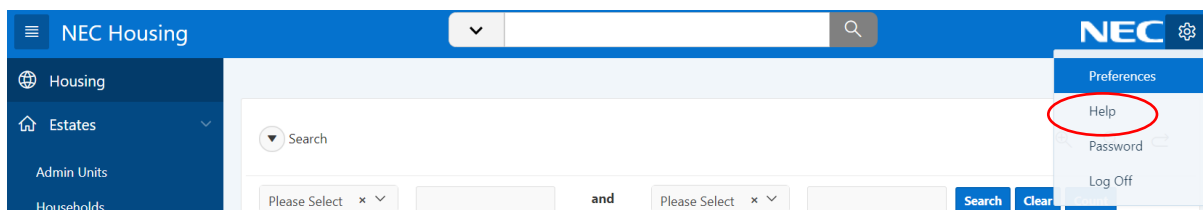
- From any page click the **'Gear'** on the top right-hand corner to open **'System Menu'**



- Click **'Password'**
- From here you can create a new password for your login.
- Click **'Save'**

## 2.14 Access NEC help

- From any page click the **'Gear'** on the top right-hand corner to open **'System Menu'**



- Click **'Help'** and from here you can use NEC's help by searching for your query.

---

**Note:** Alternatively, ask a member of the IHMS or Systems Team if the information isn't in the manuals.

---

## 3. Household and Person Management

### 3.1 Parties and Households

#### Parties

People represent all parties held on the database. These people may be tenants, family members, leaseholders, or applicants for housing.

#### Households

Households are groups of people typically living at the same address, for example a family, where at least one of the household members is a tenant of the organisation.

- Parties and households can be created prior to creating tenancies or as part of the process.
- Parties and households do not have to be part of a tenancy.
- The creating and updating of parties can be actioned from either the Parties or Households product areas.

#### Interested Parties

Interested parties are used throughout NEC Housing. They are people or organisations that perform specific functions such as inspectors in repairs, housing visitors or homeless caseworkers in allocations, stores, and repairs operatives in Contractors.

### 3.2 Creating People

- In **'Parties'**, click the **'Create'** and then **'Create a Person'**



- Complete the **'Quick Person Search'** wizard by entering the person's details. This is to prevent duplicate records.

---

#### **Info:**

To prevent duplicate records being created, the system requires you to check to see if the person already exists in the database before you create a new record for them.

---

The screenshot shows the 'Quick Person Search' window with various search criteria fields. At the bottom, a row of buttons includes 'Save', 'Search', 'New Query', 'Count', and 'Cancel'. The 'Search' button is highlighted with a red circle.

- If a record returns that matches who you want to create, click **'Select'** on that person and this ends the **'Create a Person'** wizard.

Person

	Pe	Re
Select	16	
Select	20	

- If a person record does not match the person you are trying to create, or the system displays a message of **'No Data Found'** click **'Create Person'**

Quick Person Search

Advanced Search Quick Search Last Query

Person Details

No data found

**Create Person**

Person Details

Address Details

Other Fields

Save Search New Query Count Cancel

- Complete the **'Create Person'** wizard by first completing the **'Person Details'** where you add in the person's details and then click **'Next'**

Create Person

Person Details Addresses Contact Details Other Fields Notepads

Surname \* WEST Forename

Known As Surname Known As Forename Known As Reason Please Select x v

Initials Title \* MR - Male x v

Gender Please Select x v Date of Birth NI Number

Geographic Origin Please Select x v Ethnic Origin Please Select x v

Alt Ref Marital Status Please Select x v Surname Prefix

Language Employer Economic Status Please Select x v

OAP  Disabled

**Next** Cancel

- Complete the **'Addresses'** section of the **'Create Person'** by selecting the **'Open Search'** on the Address column and using this to find the person's address.

Create Person ? ⓘ ✕

✔ Person Details
● **Addresses**
● Contact Details
● Other Fields
● Notepads

Usage	Address	Start Date	Contact Name		
▼				+	↗

1 - 1

Add Row
Previous
Next
Cancel
Save

- This opens the **'Addresses'** search where you must insert the address you need, making sure to use the postcode, area or town. Click **'Search'**

Addresses ↶ ? ⓘ ✕

Advanced Search
Quick Search
Last Query

▼ Search Criteria

Sub Building

Building Number

Sub Street

Street

Town

Area

Postcode

Country

Search
New Query
Count
Cancel

- If the address shows click **'Select'** on the address, if it does not click **'Select'** on the Street and then add the building number and click **'Save'**

Addresses ↩ ? i ✕

Advanced Search Quick Search Last Query

Addresses

	Reference	Sub Building	Number	Street	Town	Area	Postcode	Country	Val	
Select	1529		2-4	WEST HIGH STREET	KIRKINTILLOCH	GLASGOW	G66 1AD		N	<a href="#">View Dtls</a>

1 - 1

Streets

	Sub Street	Street	Town	Area	Postcode	Country	
Select	-	WEST HIGH STREET	KIRKINTILLOCH	GLASGOW	G66 1AA	-	<a href="#">View Dtls</a>
Select	-	WEST HIGH STREET	KIRKINTILLOCH	GLASGOW	G66 1AD	-	<a href="#">View Dtls</a>
Select	-	WEST HIGH STREET	KIRKINTILLOCH	GLASGOW	-	-	<a href="#">View Dtls</a>
Select	-	-	KIRKINTILLOCH	GLASGOW	G66 1AD	-	<a href="#">View Dtls</a>

1 - 4

Search Criteria

Local

Sub Building

Building Number

Sub Street

Street WEST HIGH STREET

Town KIRKINTILLOCH

Area GLASGOW

Postcode G66 1AD

Country

Save
Search
New Query
Count
Cancel

- This brings you back to the **‘Addresses’** page on **‘Create a Person’** wizard where you need to add the start date and contact name if required. Once done click **‘Next’**
- Complete the **‘Contact Details’** page by adding the person’s contact details by clicking **‘Add Row’** for each new contact method, enter the details in value, and selecting a preference. You can also click the arrows to expand where you can add a start date, contact name and comments if required. Once completed click **‘Next’**



The screenshot shows the 'Create Person' form with the 'Contact Details' step active. A table lists contact methods with columns for Contact Method, Value, Precedence, Preference, and Allow Texts. A dropdown menu is open for the 'Preference' field, showing options: NP - No Preference, PO - Phone Calls Only, PP - Prefer Phone Calls, PT - Prefer Texts, and TO - Texts Only. The 'Add Row', 'Previous', and 'Next' buttons at the bottom are circled in red.

**Info:**

A precedence value can be added based on which contact name is displayed by order numbering. Also, you can specify whether the person can be sent mobile phone text messages.

- Complete the **'Other Fields'** page if required to place an Alias and then click **'Next'**.
- Complete the **'Notepads'** page if you require to place a note for Consent, Warning Messages or Interpreter Required.

The screenshot shows the 'Create Person' form with the 'Notepads' step active. A large text area for 'Notepad Text' is visible. Below it, there is a 'Note Type' dropdown menu (circled in red) with the text 'Please Select' and a 'Highlighted Ind' checkbox. At the bottom, the 'Previous', 'Cancel', and 'Save' buttons are visible, with the 'Save' button circled in red.

- Click **'Save'**

### 3.3 Update or End People

- In **'Parties'**, search for the person using the search or advanced search options
- **'Row Action'** on the person who you would like to update and select **'Update Person'**

		Glasgow, G66 2PA	1980							
Person Details	MRS LAIRE WEST	[REDACTED]	01-Sep-1983	39	F	[REDACTED]	N	N	-	↗
Update Person	MR DAVID WEST	[REDACTED]	13-Jan-1959	64	M	[REDACTED]	N	N	-	↗
Tenancies	MRS JOANNE WEST	[REDACTED]	22-Jan-1979	44	F	[REDACTED]	N	N	-	↗
Households										
Applications										
6177	MR KEVIN WEST	[REDACTED]	08-Jun-1977	45	M	-	N	N	-	↗

- Complete the **'Update Person'** wizard, ensuring to add an end date and end date reason if required.

Update Person ? ⓘ ✕

---

Update Person Name Reason \*

Effective Date

Surname \*

Forename

Initials

Title \*

Surname Prefix

Gender

Date of Birth

NI Number

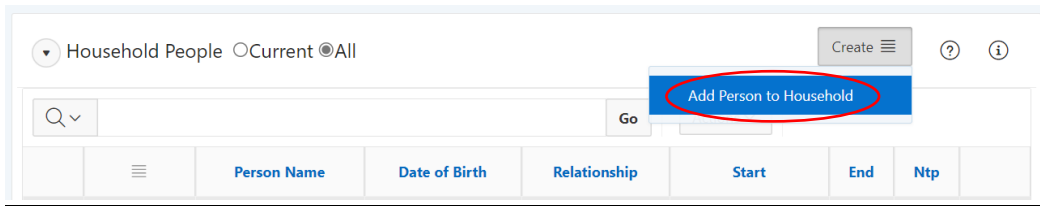
- Click **'Save'**

### 3.4 Household Members

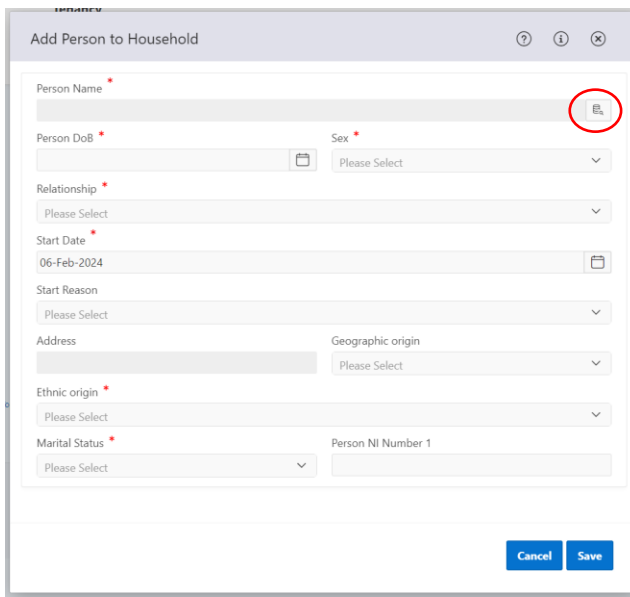
#### 3.4.1 Add Household Members

- In **'Households'**, search for the household of the main tenant using the basic or advanced search options
- Click **'Row Action'** on the main tenant and select **'Household Details'**

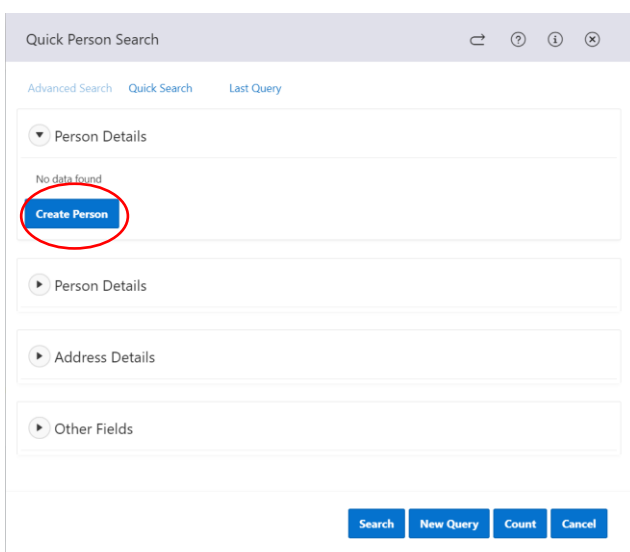
- When the **'Household Details'** page loads, click **'Create'** on the right-hand side and then click **'Add Person to Household'**



- Click **'Open Search'** and search the system to see if the person already exists



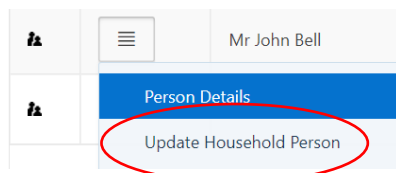
- If the person does not exist click **'Create Person'** and follow the **'Create Person'** wizard ensuring you've completed all the mandatory fields.



- Once person has been selected or created on system, complete the **‘Add Person to Household’** wizard, ensuring you’ve completed all the mandatory fields
  - Person DoB: date of birth of the household member
  - Sex
  - Relationship: relationship of this new member to the main applicant
    - Start Reason: not mandatory but can provide extra information (refer to list on TABLES tab)
  - Start Date
  - Marital Status
- Click **‘Save’**

### 3.4.2 Update and Remove Household Members

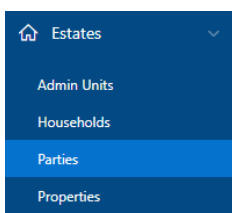
- In **‘Households’**, search for the household of the main tenant using the basic or advanced search options
- Click **‘Row Action’** on the main tenant and select **‘Household Details’**
- In the **‘Household People’** section at the bottom, look for the household member you want to update or remove
- Click **‘Row Action’** next to their name and then Click **‘Update Household Person’**



- In the **‘Update Person to Household’** wizard, either update their details or use the **‘Calendar’** on the **‘End Date’** field to put the date the person was no longer part of the household
- If removing the person select a reason as to why they left the household in the **‘End Reason’** field
- Click **‘Save’**

### 3.5 Create and Update Contact Details

- In **‘Parties’**, search for the person using the search or advanced search options



- Click anywhere on their line to enter the **‘Person Details’** page
- From the banner at the top, click **‘More’** and then **‘Contact Details’**

Contact Details

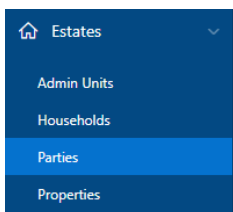
- To create or update the contact details click **‘Bulk Row Action’** and then **‘Maintain Contact Details’**
- To add a new contact method;
  - Click **‘Add Row’**
  - Use the **‘Contact Method’** field to select the contact method, enter the number or email address, whether this is a preference and if it allows texts and is verified.
  - Click **‘Save’**
- To update a contact method
  - Select the detail you wish to edit and update their information, remember to use the **‘End’** function to end a contact method they are no longer using.

Contact Method		Precedence	Preference	Allow Texts	Verified		
EMAIL	SMITHS2819@YAHOO.COM	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	End	<input type="button" value="↶"/>

- Click **‘Save’**

### 3.6 Create and Update Mailing Addresses

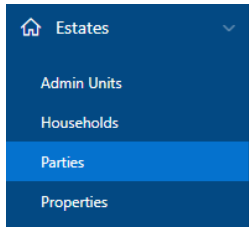
- In **‘Parties’** search for a record using the search or advanced search options



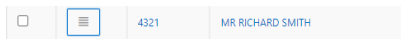
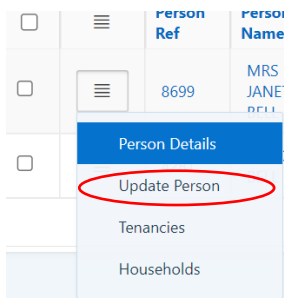
- Click anywhere on their line to enter the Person Details page
- From the banner at the top, click **‘More’** and then **‘Address Usage’**
- Click **‘Create’** and then **‘Address Usage’** to create a new mailing address or **‘Row Action’** the address and select **‘Update Address Usage’**
- In the **‘Address Usage Field’**, select from the drop down the address usage to use
- Click **‘Save’**

### 3.7 Create and Update Name Changes

- In **‘Parties’**, search for a record using the search or advanced search options



**'Row Action'** the person whose name needs changed and select **'Update Person'**



- In the **'Update Person'** wizard, type in a new surname, and then select an option **'Update Person Name Reason'** field at the top

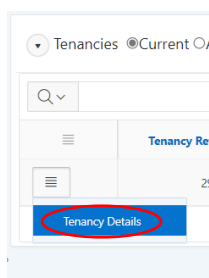
Update Person Name Reason \*

DIVORCED-Divorced x v

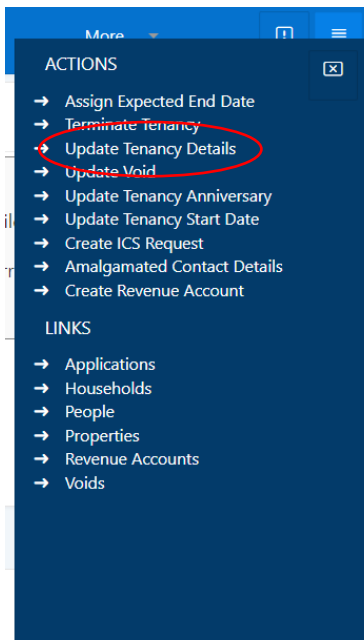
Effective Date Surname \*

LETHAM

- Once details have been changed, click **'Save'**
- Click **'More'** and then **'Tenancies'**
- **'Row Action'** the current tenancy needing updated and click **'Tenancy Details'**



- Click **'Action'** and click **'Update Tenancy Details'**



- Complete the **'Update Tenancy Details'** wizard ensuring to update the **'Corresp Name'** section

A screenshot of the 'Update Tenancy Details' form. The form has a title bar with a question mark, an information icon, and a close icon. The form contains several fields and dropdown menus: 'Corresp Name' (text input with 'MRS DAISY DUCK' and circled in red), 'Alternative Ref' (text input with '00234952'), 'Tenure Type' (dropdown menu with 'SST - Scottish Secure Tenancy'), 'Tenancy Type' (dropdown menu with 'SST - Scottish Secure Tenancy'), 'Tenancy Status' (dropdown menu with 'Please Select'), 'Review Date' (calendar icon), 'Tenancy Source' (dropdown menu with 'R\_LOCAL - General Needs - Local'), 'Tenancy Services' (dropdown menu with 'Please Select'), 'Stop Cheque' (dropdown menu with 'Please Select'), 'Proxy Type' (dropdown menu with 'Please Select'), 'Proxy Name' (text input with a search icon and a 'Clear Proxy' button), 'Notice to Quit' (calendar icon), and 'NTQ Reason' (dropdown menu with 'Please Select'). At the bottom right, there are two buttons: 'Cancel' and 'Save' (circled in red).

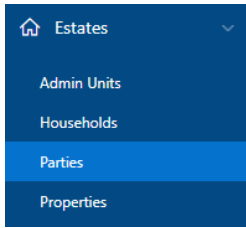
- Click **'Save'**

**Note:** You will need to manually update any other tenancy the tenant has to include the new name change.

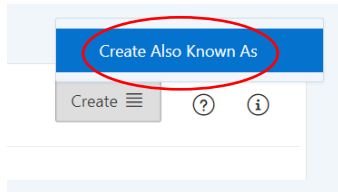
## 3.8 Aliases

### 3.8.1 Add Aliases

- In **'Parties'**, search for a record using the search or advanced search options



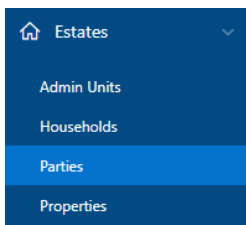
- Select the person you'd like to add an alias for
- Click '**More**' and then '**Also Known As**'
- Click '**Create**' and then '**Create Also Known As**'



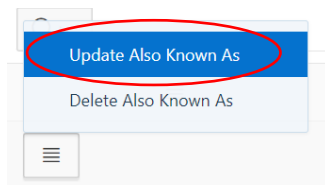
- Complete the '**Create Also Known As**' wizard
- Once details have been changed, click '**Save**'

### 3.8.2 Update or Remove Aliases

- In '**Parties**', search for a record using the search or advanced search options



- Select the person you'd like to add an alias for
- Click '**More**' and then '**Also Known As**'
- '**Row Action**' the alias and click '**Update Also Known As**'

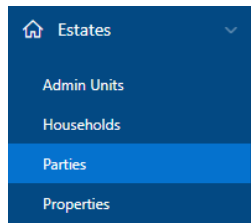


- Update the details on the '**Create Also Known As**' wizard, remembering to enter an end date if the alias has ended.
- Once details have been changed, click '**Save**'

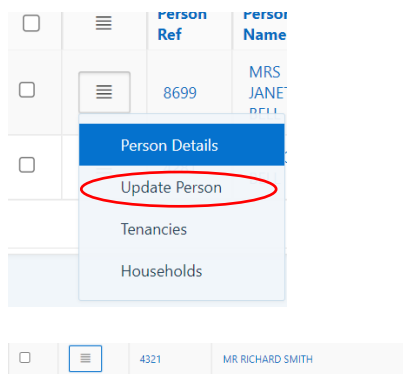


### 3.9 Add National Insurance Numbers

- In **'Parties'**, search for a record using the search or advanced search options



- **'Row Action'** the person whose name needs changed and select **'Update Person'**



- In the **'Update Person'** wizard, type in the National Insurance Number

NI Number

- Once details have been changed, click **'Save'**

### 3.10 Account Notepad Entry, Consent and Warning Messages

#### 3.10.1 Creating a Note, Adding Consent and Warning Messages

- In the page you'd like to add a note to select **'Notes'** from the **'More'** dropdown.
- Select **'Create'** and then **'Create Notepad Entry'**

- Complete the form, remembering to add a note type from the drop down and tick the **'Highlighted'** section for the note to show as a warning (Can only be set up in **'Parties'** only) or to pin the note to the top of the notepad.

Highlighted

- Click **'Save'**

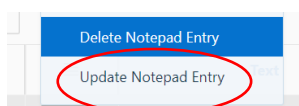
---

**Note:** When creating warning messages, you should select the **'Warning Message'** note type and ensure you tick the **'Highlighted'** section as this generates the warning pop up, but this can only be set up in **'Parties'** only.

---

### 3.10.2 Updating a Note, Consents and Warning Messages

- In the page you'd like to add a note to select **'Notes'** from the **'More'** dropdown.
- **'Row Action'** the note you'd like to update and select **'Update Notepad Entry'**



- Here you can update the note text and also untick the **'Highlighted'** section if the note if it is no longer required as a warning or to be pinned.
- Click **'Save'**

---

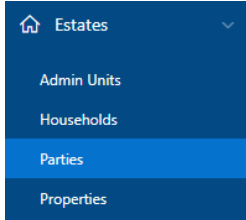
**Note:** When unticking the **'Highlighted'** section for warnings a new note must be created explaining why the warning was removed.

---

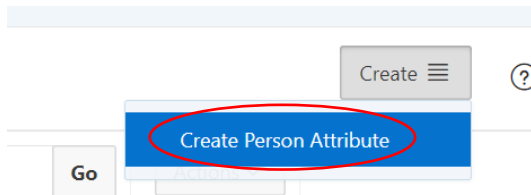
## 3.11 Person Attributes

### 3.11.1 Add Person Attributes

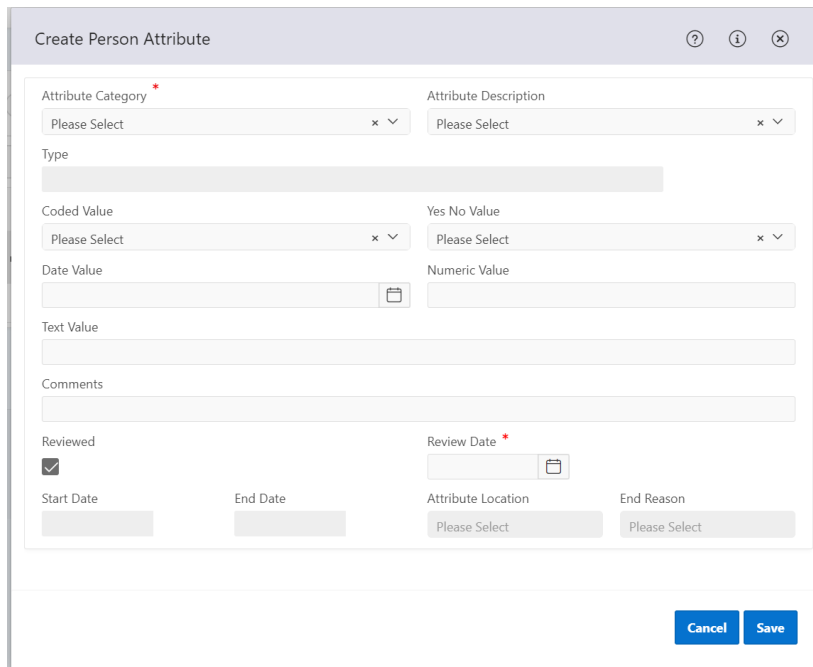
- In **'Parties'**, search for a record using the search or advanced search options



- Select the person you'd like to add an attribute to
- Click **'More'** and then **'Person Attributes'**
- Select **'Create'** and then **'Create Person Attribute'**



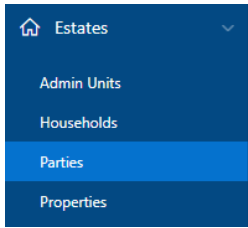
- Complete the **'Create Person Attribute'** wizard.

A screenshot of the 'Create Person Attribute' wizard form. The form has a title bar with a question mark, an information icon, and a close icon. The form fields include: 'Attribute Category' (dropdown), 'Attribute Description' (dropdown), 'Type' (text input), 'Coded Value' (dropdown), 'Yes No Value' (dropdown), 'Date Value' (date picker), 'Numeric Value' (text input), 'Text Value' (text input), 'Comments' (text input), 'Reviewed' (checkbox, checked), 'Review Date' (date picker), 'Start Date' (text input), 'End Date' (text input), 'Attribute Location' (dropdown), and 'End Reason' (dropdown). At the bottom right are 'Cancel' and 'Save' buttons.

- Click **'Save'**

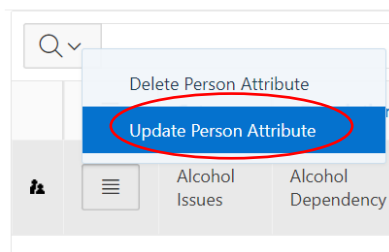
### 3.11.2 Update or Remove Person Attributes

- In **'Parties'**, search for a record using the search or advanced search options



- Select the person you'd like to update or remove an attribute from
- Click **'More'** and then **'Person Attributes'**
- **'Row Action'** the attribute and select **'Update Person Attribute'**

		Category	Description	Value	Rev	Review Date	Start Date	End Date	Attribute Location	End Reason
		Alcohol Issues	Alcohol Dependency	Alcohol usage daily	N	-	08-Oct-2024	-	-	-



- Update the Person Attribute Wizard with any new developments and tick the box to show it has been reviewed and ensure to add an end date and end reason if the attribute no longer applies.

Attribute Category	ALCOHOL		Attribute Description	ALCOHOLD	
Type	T		Yes No Value	Please Select	
Coded Value	Please Select				
Date Value			Numeric Value		
Text Value *	Alcohol usage daily				
Comments			Reviewed	<input type="checkbox"/>	
Review Date					
Start Date	08-Oct-2024	End Date		Attribute Location	Please Select
				End Reason	Please Select

- Click **'Save'**

## 4. Admin Units

### 4.1 Admin Units

Administration units are used to group properties within NEC Housing to exercise financial controls, produce reports and limit user access. Queries can also be run on admin units, for example, all void properties in the admin unit type of OFF (office) or accounts, in arrears by housing officer PAT (patch).

### 4.2 Admin Unit Types

Pre-defined admin unit types include:

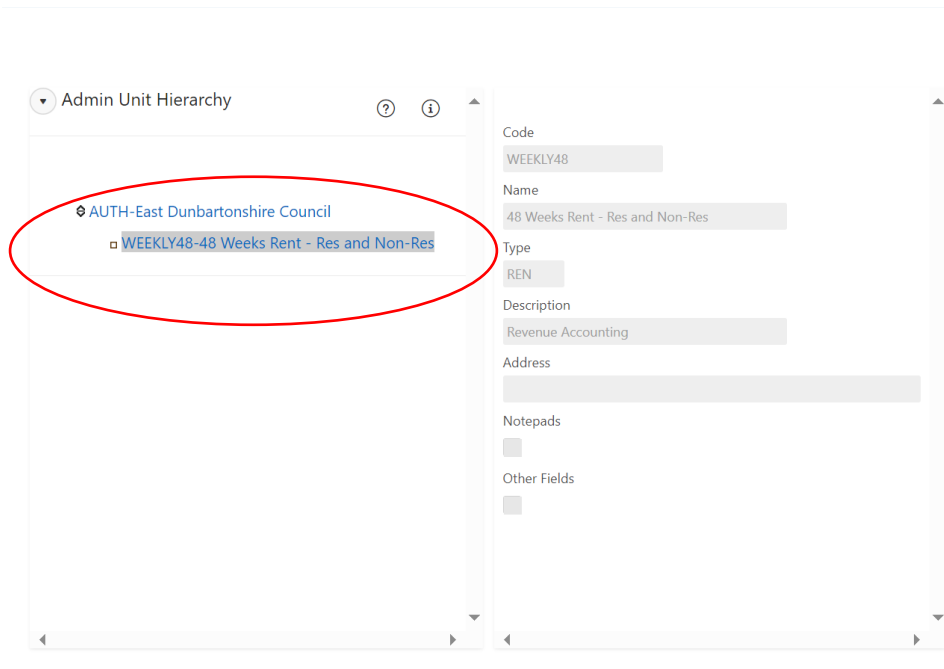
- TOP - Top Level
- OFF - Area Office
- REN - Revenue Accounting
- CPA - Cyclical Programme Area
- MPA - Maintenance Programme Area
- SER - Service Charge Admin Unit

Other examples (user-defined):

- EST - Estate
- STR - Street
- BLK - Block of Flats
- PAT - Patch
- SCH - Scheme
- WRD - Ward

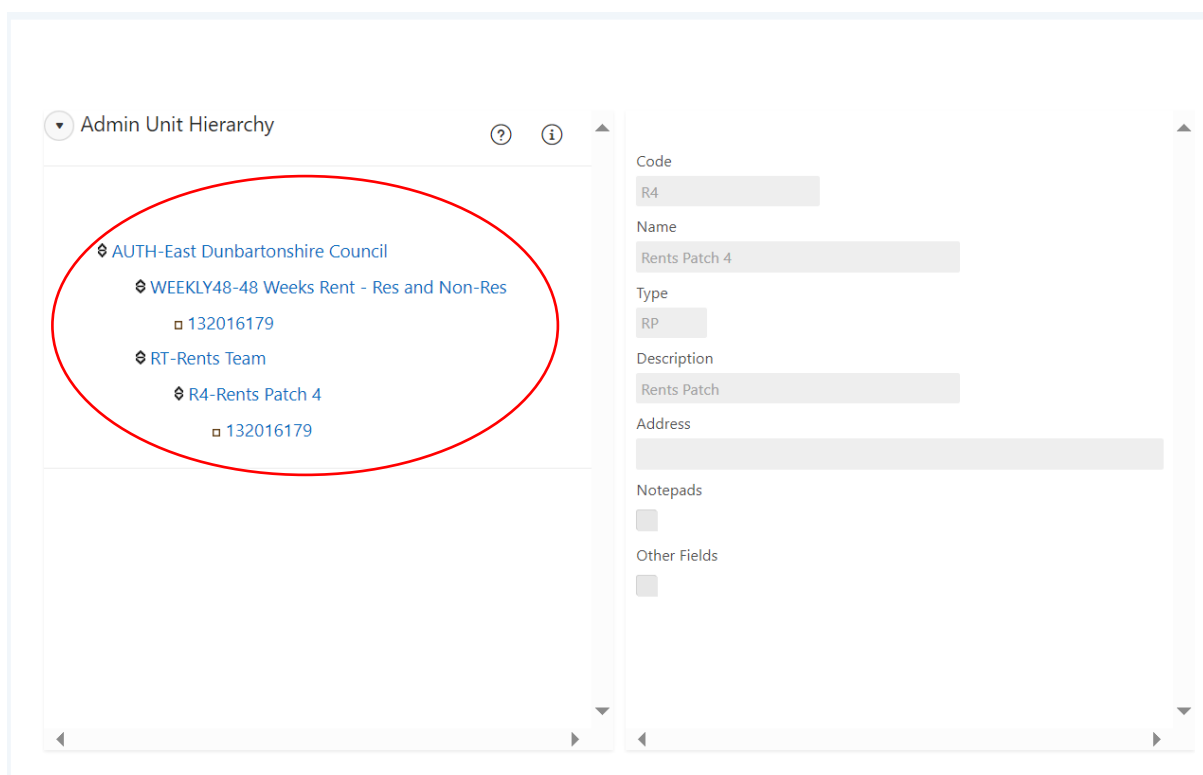
### 4.3 Viewing the Hierarchy of an Admin Unit

- In '**Admin Units**', search for a record using the search or advanced search options
- Select the admin unit you'd like to view
- Click '**More**' and then '**Admin Unit Hierarchy**'
- The hierarchy of the selected admin unit is displayed.



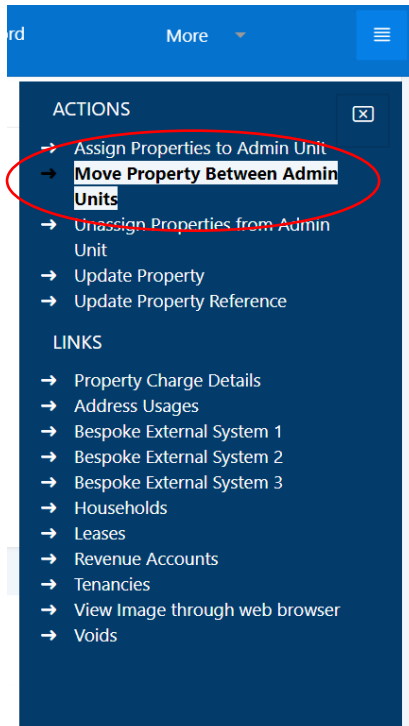
#### 4.4 Viewing the Admin Unit Hierarchy for a Property

- In **'Properties'**, search for a record using the search or advanced search options
- Select the property whose admin unit hierarchy you'd like to check
- Click **'More'** and then **'Admin Unit Hierarchy'**
- The admin unit hierarchy for the selected property is displayed.

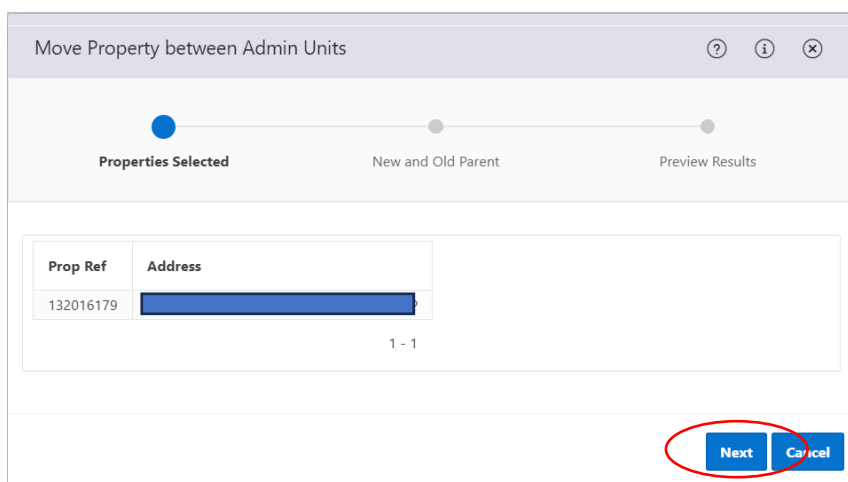


## 4.5 Moving a Tenancy Between Admin Units

- In **'Properties'**, search for the rent account using the search or advanced search options
- Select the address you would like to update
- Click **'Actions'** in the top right-hand corner and then **'Move Property Between Admin Units'**



- Complete the **'Move Property Between Admin Units'** wizard by first confirming the correct property on the **'Properties Selected'** page and then click **'Next'**



- In the **'New and Old Parent'** page select the current patch in the dropdown for **'Old Parent'** and then enter the new patch code for **'New Parent'** and enter the effective date.

Move Property between Admin Units

Properties Selected      **New and Old Parent**      Preview Results

**From Admin Unit (Old Parent)**

Code \* R4

Name Rents Patch 4

Type RP Rents Patch

**To Admin Unit (New Parent)**

Code R4X

Name Rents Patch 4X

Type RP Rents Patch

Effective Date \* 15-Feb-2024

Previous **Next** Cancel

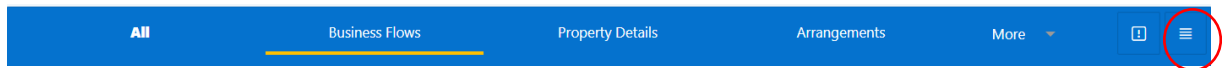
- Click **'Next'**
- In the **'Preview Results'** page, this will allow you to check for any warnings or errors. If there are none and the preview result shows **'Property will be processed'**
- Click **'Save'**



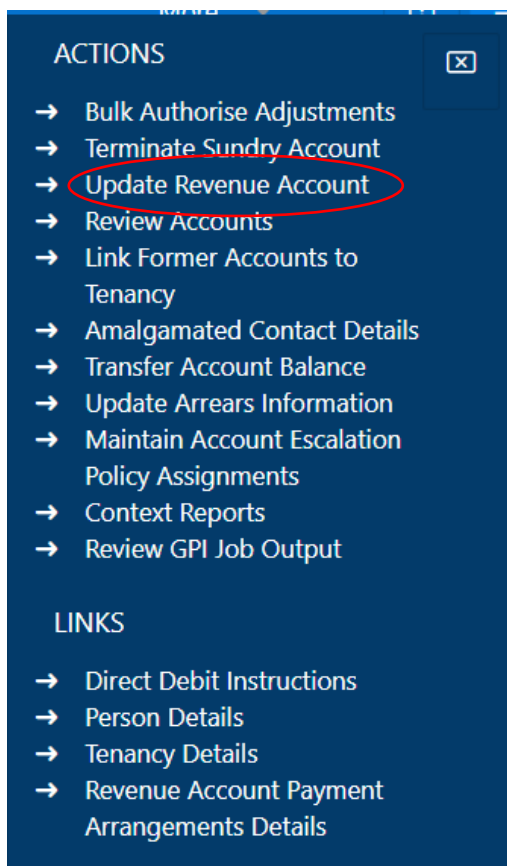
## 5. Rent Account Management

### 5.1 Updating a Revenue Account

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to update
- Click **'Action'** at the top right of the page



- Select **'Update Revenue Account'**



- Complete the **'Update Revenue Account Details'** wizard with all the new relevant information

### Update Revenue Account Details

Update Revenue Account Details

Payment Reference	Alt Ref	Start Date *	Account Due Day	Pending HB
7901456980		20-Jul-2021		<input type="checkbox"/>

Account Text

---

Date First in Arrears	UC Recipient *
	Please Select
Arrears at UC Claim Date	UC Claim Date
UC Payment Date	UC Housing Cost
	Please Select
UC Managed Payment Requested	UC Managed Payment
	Please Select
UC Managed Payment Awarded / Declined	UC Arrears Deduction Requested
UC Arrears Deduction	UC Arrears Deduction Awarded / Declined
Please Select	
DHP Case	DHP AWARD
Please Select	Please Select
DHP End Date	Bedroom Tax Case
	No
Bedroom Tax Award	Rent Account Comments
Please Select	
Rents Warning Message	

Cancel Save

- Click **'Save'**
- All changes should now be seen in the main rent account page under **'Expand'**

▼ Rents Dataview

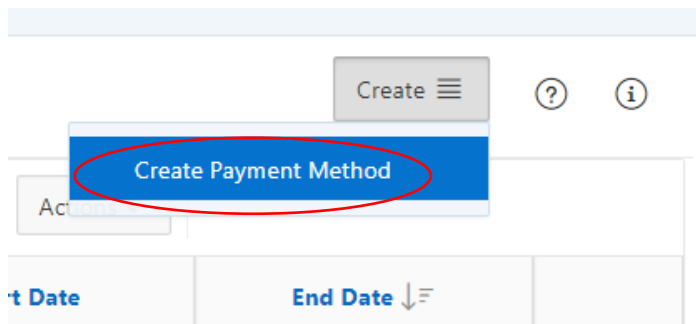
**Payment Reference** 0901129752  
**Property Address** [REDACTED]  
**Account Type** REN  
**End Date**  
**Total Payable** 88.15  
**Payment Method** HB  
**Total Balance of all Accounts** -192.74

Expand

## 5.2 Payment Methods

### 5.2.1 Create a Payment Method

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to create the payment method for
- Click **'More'** and then **'Payment Methods'**
- Click **'Create'** and then **'Create Payment Method'**



- Complete the **'Create Payment Method'** wizard by using the drop-down menu to select the payment method and entering a start date

- Click **'Save'**

**Note:** A payment method should be assigned when the rent account is created.

**Note:** If the new payment method is a Direct Debit then a Direct Debit Instruction must be created in advance of creating a new payment method. This will be completed by the Systems Team when they set up the Direct Debit.

### 5.2.2 End a Payment Method

**Note:** If a payment method already exists then you will need to end the current payment method before you are able to create a new payment method.

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to update or end a payment method for
- Click **'More'** and then **'Payment Methods'**
- **'Row Action'** the active payment method and click **'Update Payment Method'**

- Enter an end date in the **'Update Payment Method'** wizard.

Update Payment Method ? i ×

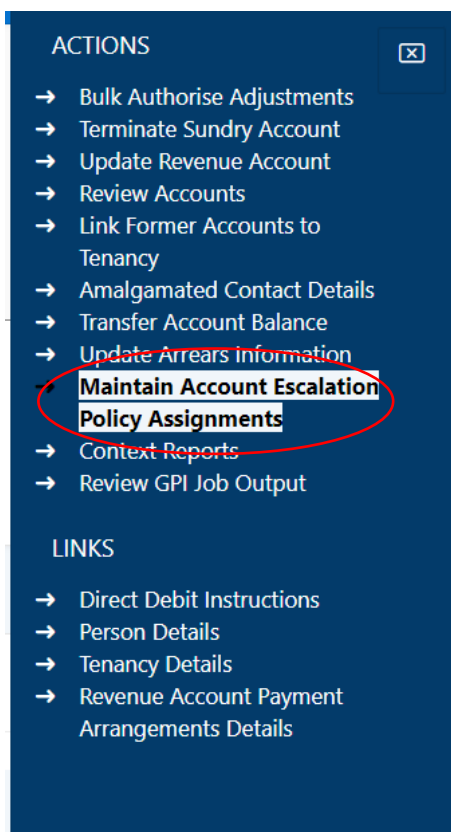
Start Date	01-Sep-2014			
End Date	<input type="text"/>	Notice Period	1	
Profile Code	Please Select		Balance Used	<input type="text"/>

- Click **'Save'**
- Follow the instructions for creating a payment method to update the rent account to a new payment method.

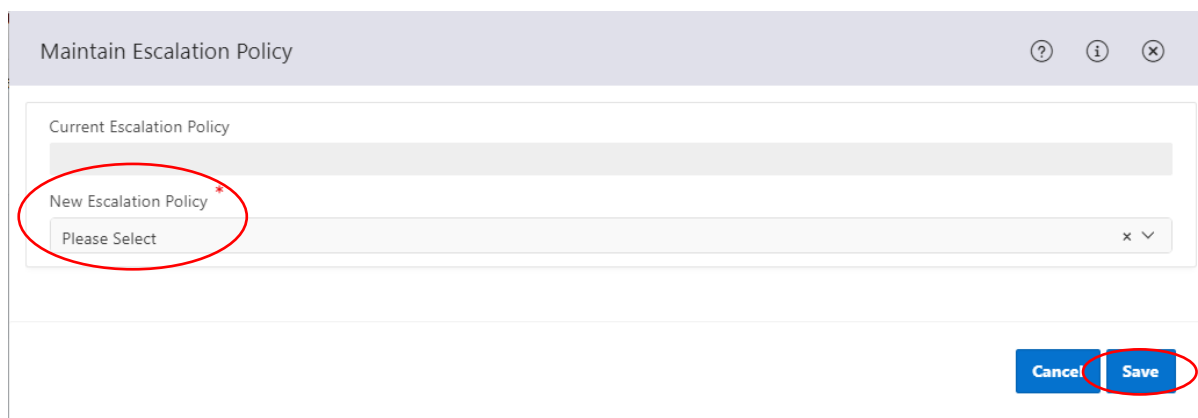
## 5.3 Escalations

### 5.3.1 Assigning an Escalation to an Account

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to create the escalation for
- Click **'Actions'** on the top right of the page
- Select **'Maintain Account Escalation Policy Assignments'**



- In the **'Maintain Escalation Policy'** select a new escalation in the drop down



- Click **'Save'**

---

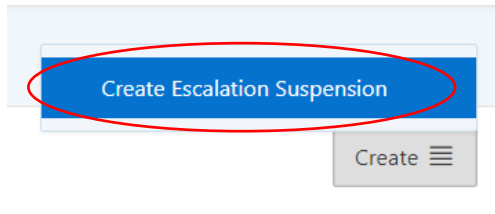
**Note:** The escalation will automatically switch depending on the payment method attached. If a housing benefit payment method is attached to the rent account the escalation will change to a weekly escalation. If a universal credit or direct debit payment method is attached to the rent account the escalation will change to a monthly escalation. Other payments will require the escalation to be updated manually.

**Note:** A former escalation will only be found once the rent account is terminated.

---

### 5.3.2 Suspending an Escalation

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to put into suspension
- Click **'More'** and then **'Esc Susp'**
- Click **'Create'** and then **'Create Esc Susp'**



- Complete the **'Create Esc Susp'** wizard, ensuring to select a start and end date, as well as a reason for its suspension, adding in comments if required.

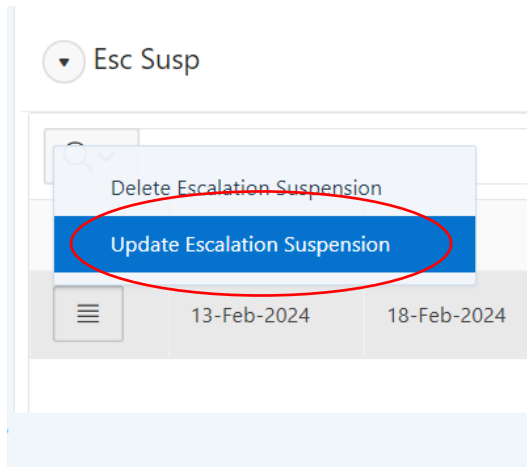
A screenshot of a "Create Esc Susp" wizard form. The form has a title bar with the text "Create Esc Susp" and three icons: a question mark, an information icon, and a close icon. The form contains several fields: "Account No" with the value "352", "Account Name" with a blue bar, "Start Date" with a calendar icon, "End Date" with a calendar icon, "Reason" with a dropdown menu showing "Please Select", and "Comments" with a text area.

- Click **'Save'**

### 5.3.3 Updating or Ending an Escalation Suspension

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options

- Select the account you would like to put into suspension
- Click **'More'** and then **'Esc Susp'**
- **'Row Action'** and click **'Update Esc Susp'**



- Complete the **'Update Esc Susp'** wizard, ensuring to select a new end date if the suspension is being extended or updating the end date to reflect the day the escalation ended. Add any additional comments if required

A screenshot of the 'Update Esc Susp' wizard form. The title bar at the top says 'Update Esc Susp' and includes help, info, and close icons. The form contains the following fields:

- Multi Reasons:** A checkbox that is currently unchecked.
- Start Date:** A date input field with the value '13-Feb-2024' and a calendar icon. There is a red asterisk next to the label.
- End Date:** A date input field with the value '18-Feb-2024' and a calendar icon.
- Reason:** A dropdown menu with the selected value 'UC Housing Benefit Pending' and a close icon.
- Comments:** A text input field.
- Transaction:** A text input field.
- Dispute Ref:** A text input field.

**Cancel** **Save**

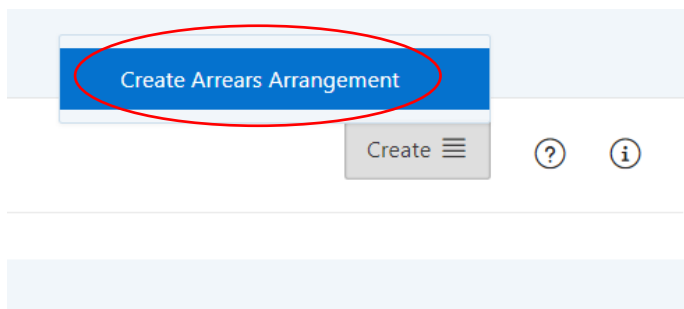


- Click **'Save'**

## 5.4 Arrangements

### 5.4.1 Setting Up and Editing Arrangements

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to set up the arrangement for
- Click **'More'** and then **'Arrangements'**
- Click **'Create'** and then **'Create Arrears Arrangement'**



- Complete the **'Create Arrears Arrangement'** wizard ensuring to complete the following
  - Payment method
  - Arrangement Amount – Total amount of arrears
  - Start Date – The day the agreement was made
  - Instalment Start Date – The day the first payment is due
  - Period
  - Units
  - Arrangement Code – The arrears action
  - Default Amount or End Due Date – If you use default amount this will be the set amount a tenant will pay, if you use end due date the system will calculate the amount due to clear the arrears by the due date

Create Arrears Arrangement

? i ✕

Payment Method \*

Arrangement Amount \*

Start Date \*

Notice Period

Instalment Start Date

Period \*

Units \*

Arrangement Code \*

Default Amount

End Due Date

[Preview Instalments](#)



- Click **'Preview Instalments'**
- If you are happy with the instalments due click **'Save'** if not edit the arrears agreement above and then click **'Preview Instalments'** again until you are happy with this.

**Note:** The arrears arrangement only creates an arrangement for the arrears amount. Tenants are expected to continue paying the rent as agreed. The arrears instalments created may have a larger final payment, this can be updated by following the guide for 'Updating the Arrears Instalments for an Arrears Arrangement'.

### 5.4.2 Viewing the Arrears Instalments of an Arrears Arrangement

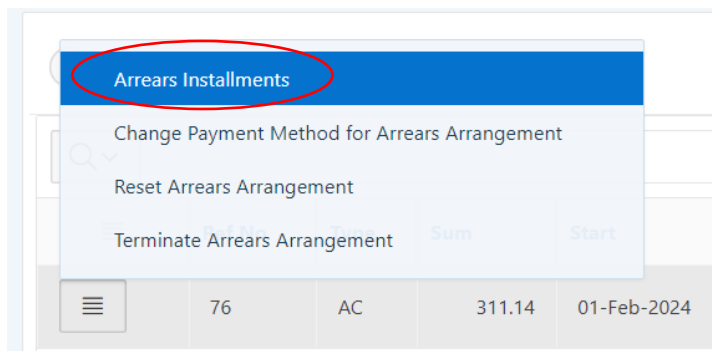
- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to view the arrears instalment of
- Click **'More'** and then **'Arrangements'**
- **'Row Action'** the active arrangement and click **'Arrears Instalments'**

	Sum	Start	End	Term	Bal	CR/DR	
76	AC	311.14	01-Feb-2024	14-Mar-2024	-	311.14	DR

- This opens the **'Arrangement Instalments Dataview'** where you can view the instalment information.

#### 5.4.3 Updating the Payment Method for an Arrears Arrangement

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to update the arrears arrangement payment method of
- Click **'More'** and then **'Arrangements'**
- **'Row Action'** the active arrangement and click **'Change Payment Method for Arrears Arrangement'**



- Complete the **'Change Payment Method for Arrears Arrangement'** wizard

Change Payment Method for Arrears Arrangement (?) (i) (X)

---

Payment Method \*

CR - Cash Receipting x v

Direct Debit Instruction

Please Select

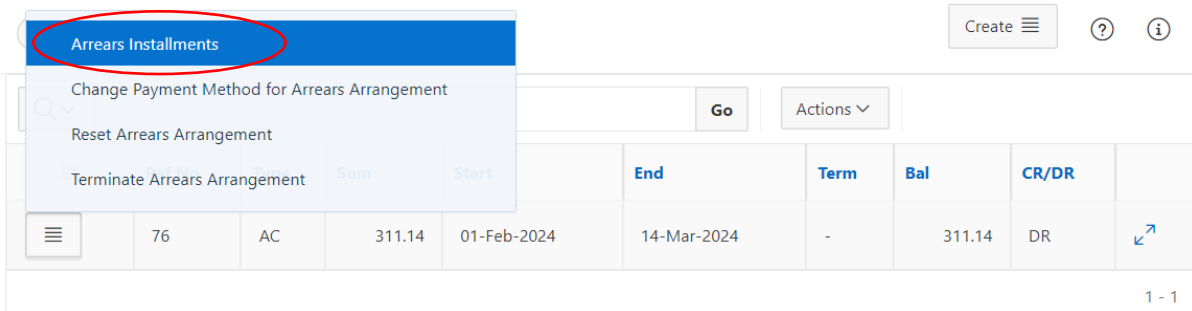


- Click **'Save'**

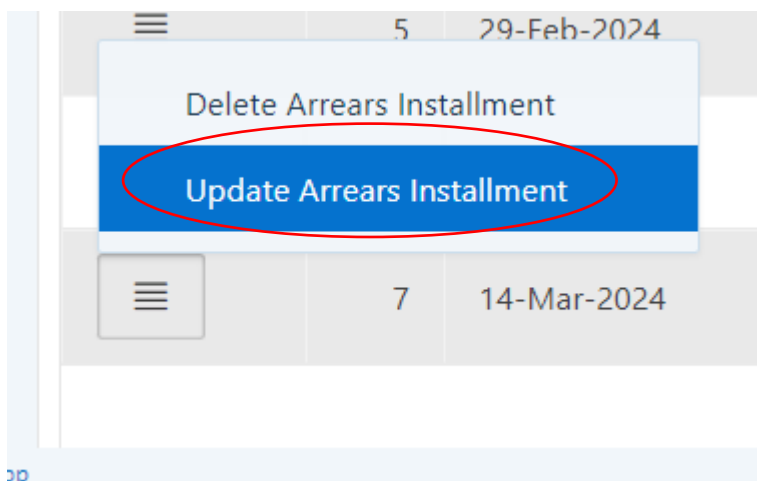
#### 5.4.4 Updating the Arrears Instalments for an Arrears Arrangement

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to update the arrears instalment for
- Click **'More'** and then **'Arrangements'**

- **'Row Action'** the active arrangement and click **'Arrears Instalments'**



- This opens the **'Arrangement Instalments Dataview'** where you can view the instalment information.
- **'Row Action'** either a specific payment you want to update and click **'Update Arrears Instalment'**



- Complete the **'Update Arrangements Instalments'** wizard

The screenshot shows the 'Update Arrangement Instalments' wizard form. It has a title bar with a close button. The form contains:
 

- Due Date \***: A date picker field with '14-Mar-2024' selected.
- Installation Amount \***: A text input field with '71.14' entered.
- Comments**: An empty text area.

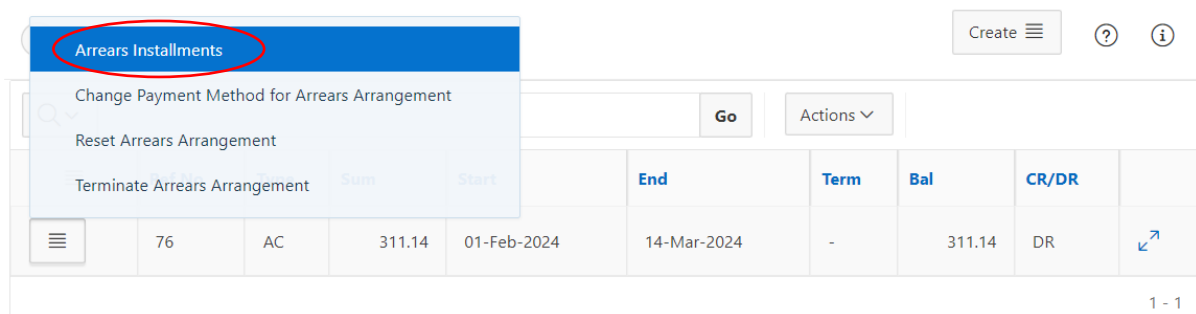
 At the bottom right, there are two buttons: 'Cancel' and 'Save'. The 'Save' button is circled in red.

- Click **'Save'**

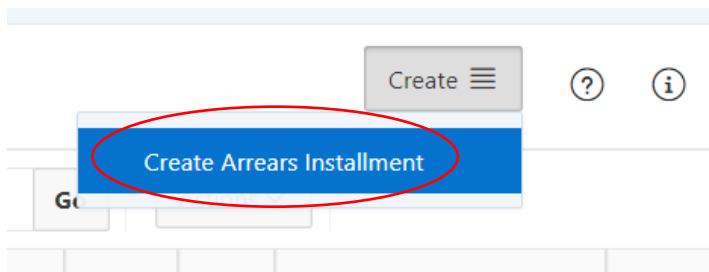
**Note:** The arrears instalment automatically recalculates the rest of the payments due to clear the arrears amount.

### 5.4.5 Creating an Arrears Instalment for an Arrears Arrangement

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to create the arrears instalments for
- Click **'More'** and then **'Arrangements'**
- **'Row Action'** the active arrangement and click **'Arrears Instalments'**



- This opens the **'Arrangement Instalments Dataview'** where you can view the instalment information.
- Click **'Create'** and then **'Create Arrears Instalment'**



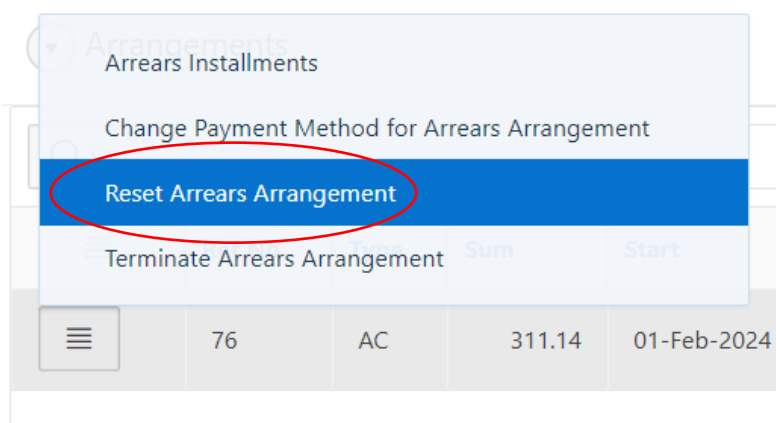
- Complete the **'Create Arrangement Instalment'** wizard

- Click **'Save'**

**Note:** This can be used to add in additional payments the tenant has agreed to pay out with the weekly arrangement.  
 The arrears instalment automatically recalculates the rest of the payments due to clear the arrears amount.

#### 5.4.6 Resetting Arrangements

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to reset the arrears arrangement for
- Click **'More'** and then **'Arrangements'**
- **'Row Action'** the active arrangement and click **'Reset Arrears Arrangement'**



- Complete the **'Reset Arrears Arrangement'** wizard which is very similar to the **'Create Arrears Arrangement'** wizard.

### Reset Arrears Arrangements

Arrangement Amount \*  
311.14

Units  
Weeks

End Due Date  
21-Mar-2024

Instalment Start Date \*  
13-Feb-2024

Periods  
1

Default Amount  
40

Recalculation Date  
13-Feb-2024

Notice Period  
1

Preview Instalments

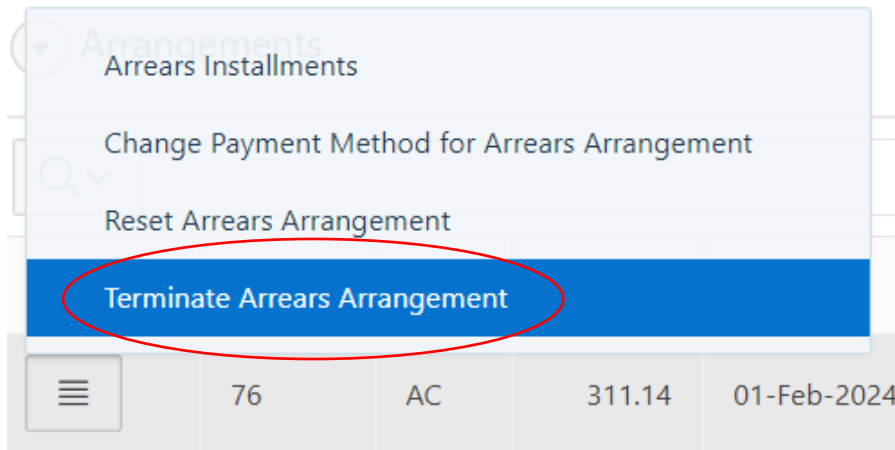


- Click **'Save'**

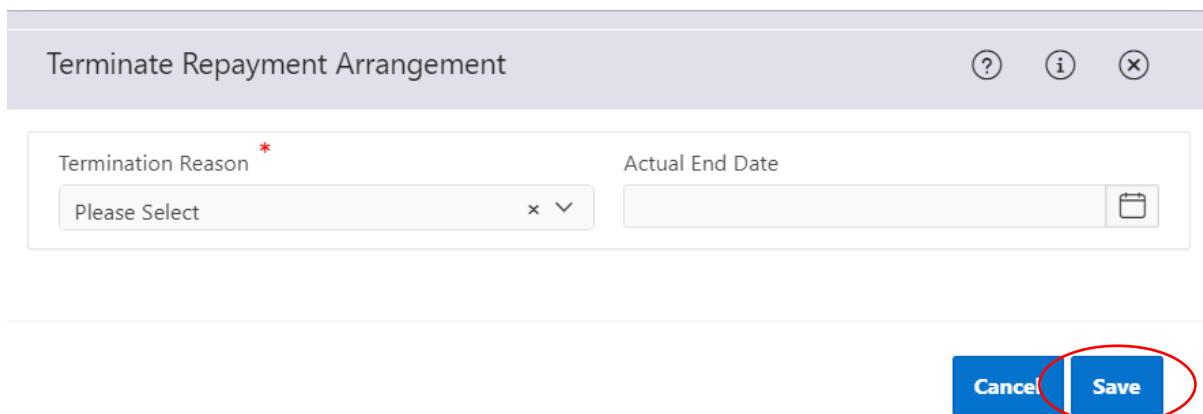
**Note:** This can be used to increase the arrears amount or change the default amount the tenant will pay. This cannot be used to change the frequency of the arrear's payments; a new arrangement would need to be completed for this.

#### 5.4.7 Ending Arrangements

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to end the arrears arrangement for
- Click **'More'** and then **'Arrangements'**
- **'Row Action'** the active arrangement and click **'Terminate Arrears Arrangement'**



- Complete the **'Terminate Repayment Arrangement'** wizard



- Click **'Save'**

## 5.5 Arrears Actions

### Master Arrears Status

This shows the current level of escalation that the account has reached e.g. Pre-legal, Reminder, and Eviction.

### Escalation Policy

A series of actions on a path that can be generated against an account in arrears under specific circumstances.

### Semi-Automatic Action

An action generated with a status of **'Pending'** as a result of an escalation policy.



**Log Date** The date the action was created.

**Status Date** The date the current status e.g. AUTH, was awarded.

**Effective Date** The date the action is effective for e.g. Court Date Received; the Effective Date would be the date set for the actual court hearing NOT the date the action was logged/authorised.

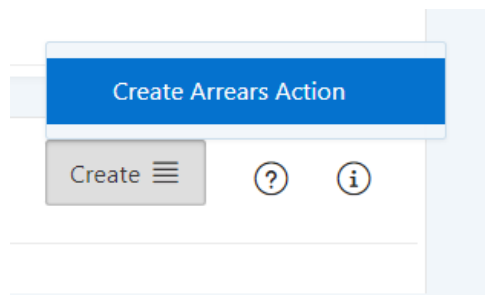
Note: Your Job Role controls the ability to authorise/delete arrears actions. Only actions with associated printed output will show as printed.

### 5.5.1 View Arrears Actions

- In '**Revenue Accounts**', search for the rent account using the search or advanced search options
- Select the account you would like to update
- Click '**More**' and select '**Arrears Actions**'
- This opens the '**Arrears Actions**' page where you can view all arrears actions.

### 5.5.2 Creating Arrears Actions

- In '**Revenue Accounts**', search for the rent account using the search or advanced search options
- Select the account you would like to create the arrears action for
- Click '**More**' and then '**Arrears Actions**'
- Click '**Create**' and then '**Create Arrears Action**'



- Complete the '**Create Account Arrears Action**' wizard by selecting the arrears actions, putting the status to authorised, entering the note and entering a review date if necessary.

Create Account Arrears Action ? ⓘ ✕

**Action** \*

Please Select ▼

**Status** \*

Authorised ▼

**Action Balance**

-88.15

**Next Action Date**

📅

**Expiry Date**

📅

**Review Date**

📅

**Effective Date**

📅

**Notepad Text**

**Note Type**

Please Select x ▼

**Highlighted Ind**

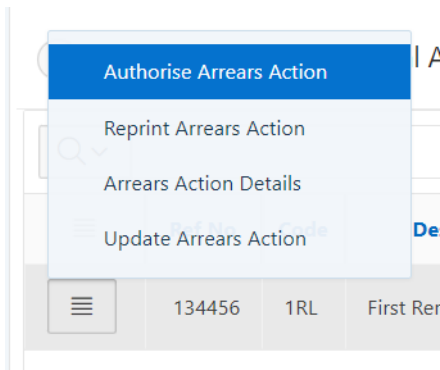
**Generate Arrears Letter**

Cancel
Save
Apply

- Click **'Save'**

### 5.5.3 Authorising an Arrears Actions

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to authorise the arrears action for
- Click **'More'** and then **'Arrears Actions'**
- **'Row Action'** the arrears action you want to authorise and click **'Authorise Arrears Action'**



- Complete the **'Authorise Action'** wizard, ensuring to add additional notes if required.

Authorise Action

?
i
X

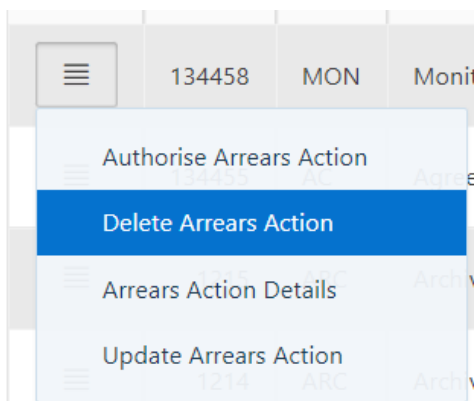
<p>Action</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">First Reminder Letter</div> <p>Notepad Text</p> <div style="border: 1px solid #ccc; height: 60px; margin-bottom: 5px;"></div> <p>Highlighted Ind</p> <input type="checkbox"/>	<p>Status</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">PEND</div> <p>Note Type</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Please Select <span style="float: right;">x v</span></div>
--	--

Cancel
Save

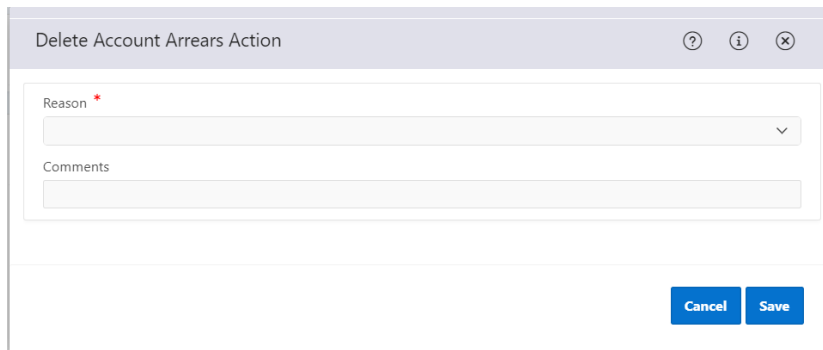
Click **'Save'**

#### 5.5.4 Declining an Arrears Actions

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to authorise the arrears action for
- Click **'More'** and then **'Arrears Actions'**
- **'Row Action'** the arrears action you want to authorise and click '



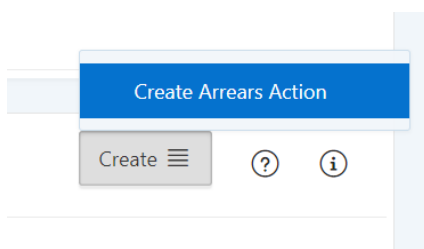
- Complete the **'Delete Arrears Action'** wizard, ensuring to add a reason and note.



Click **'Save'**

### 5.5.5 Ordering a New Rent Card

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to order the new rent card for
- Click **'More'** and then **'Arrears Actions'**
- Click **'Create'** and then **'Create Arrears Action'**



- Complete the **'Create Arrears Action'** wizard by selecting **'PCRD – INFO – Replacement Card Ordered'**, put the status as **'Pending'** and add some text to the **'Notepad Text'**

### Create Account Arrears Action

Action \*  
PCRD - INFO - Replacement Card Ordered -

Status \*  
Authorised

Next Action Date  
[Date Picker]

Review Date  
[Date Picker]

Notepad Text  
[Text Area]

Highlighted Ind

Action Balance  
-88.15

Expiry Date  
[Date Picker]

Effective Date  
[Date Picker]

Note Type  
Please Select

Generate Arrears Letter

**Cancel Save Apply**

- Click **'Save'**

### 5.5.6 Searching for Pending Arrears Action

- Using the **'Advance Search'** guide open the **'Arrears Details'** in the advanced search
- Tick the box for **'Pending Actions'** and enter any other search requirements

▼ Arrears Details

Escalation Policy  x v

Policies **All** Multiple None

Invalid Esc Policies Only

Escalation Suspended

Action Code  x v

Pending Actions

Authorised Actions

Printed Actions

Deleted Actions

Arrears Actions   **None**

Review By

Reviewed

Arrears Ind

Current Arrangement

Arrears Between

and

Change In Account Balance   **Not Used**

Amount

Balance Greater Than

Arrears Flag  x v

Arrears Stage  x v

Overdue Stage Ind

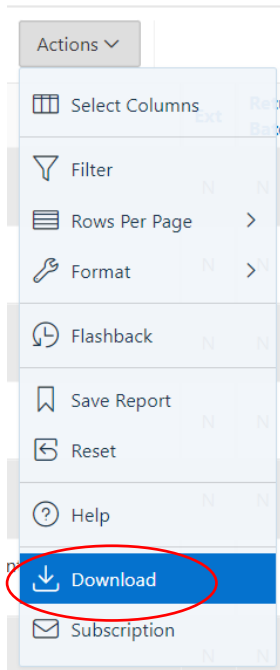
Unfinished Stage Ind

Master Status  x v

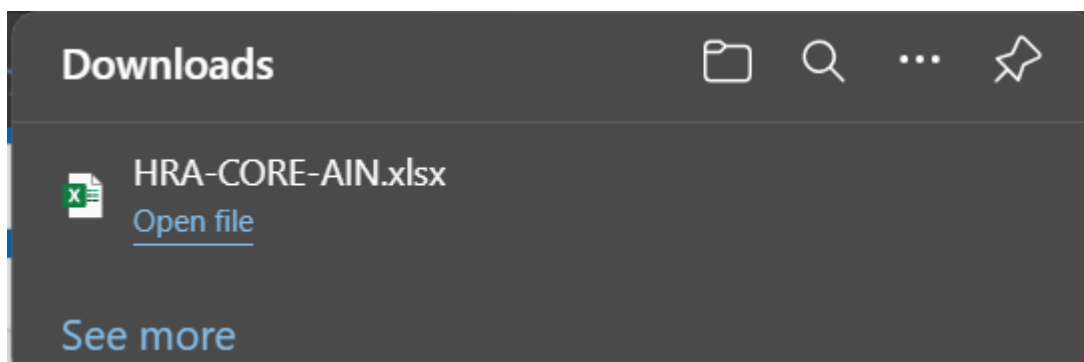
- Click **'Search'**
- This returns all the accounts with pending actions against them

### 5.5.7 Print All Arrears Actions and Notes

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account you would like to update
- Click **'More'** and select **'Amalgamated Notepad'** or **'View Notepads'**
- Click **'Actions'** and then **'Download'**



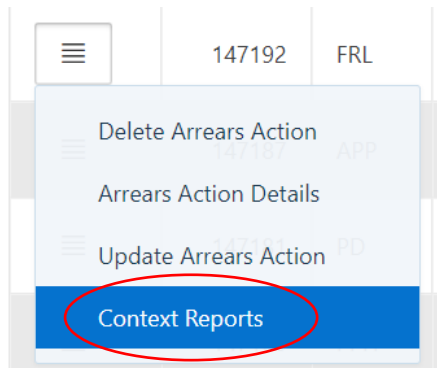
- Select **'Excel'** or **'PDF'** and click **'Download'**
- This downloads the file locally to your computer to be printed as normal



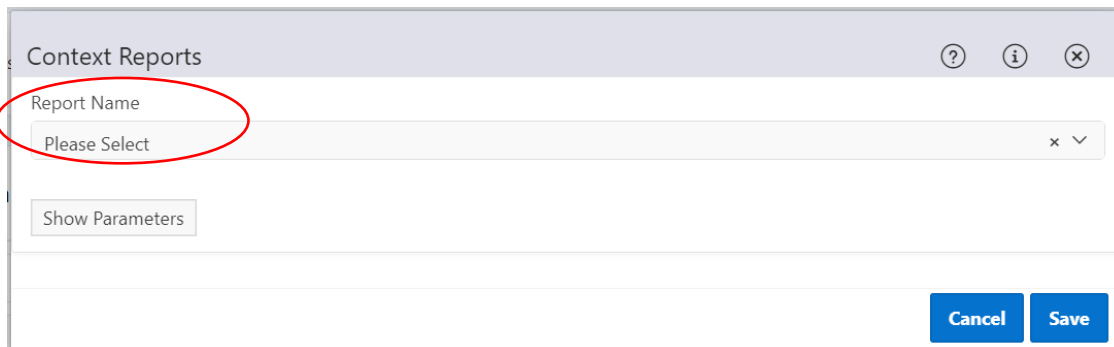
## 5.6 Letters & Statements

### 5.6.1 Sending a Rent Letter to Print

- Follow the guide for **'Creating Arrears Actions'** or **'Authorising Arrears Actions'**
- Once you have authorised the arrears action **'Row Action'** the arrears action and select **'Context Report'**



- Select the letter which matches your arrears action



- Select '**Parameters**' and click '**Save**'



- This opens the '**Run Module**' wizard. Enter any required information in the '**Parameters**' and click '**Save**'



Run Module ? ⓘ ✕

Module <b>DTL_ARR_FRL</b>	Audit Enabled <b>No</b>
Description <b>Final Reminder Letter</b>	Audit On <b>Yes</b>
Mod Type <b>DTI</b>	Save Output <b>No</b>
Output Format <b>PDF</b>	Wrap Length

Parameters

Description	Value
Payment Reference *	<input type="text" value=""/>
DTI ACA REFNO	<input type="text" value="147192"/>

Options

Run Type \* Immediate Batch

Immediate Queue \* FSW\_I\_QUEUE - Queue Created for migration Purposes

Print

Output File

Save in DB

Save Parameter Set

Parameter Set Name

Output Directory Please Select

Debug Level 0 On Line

Public

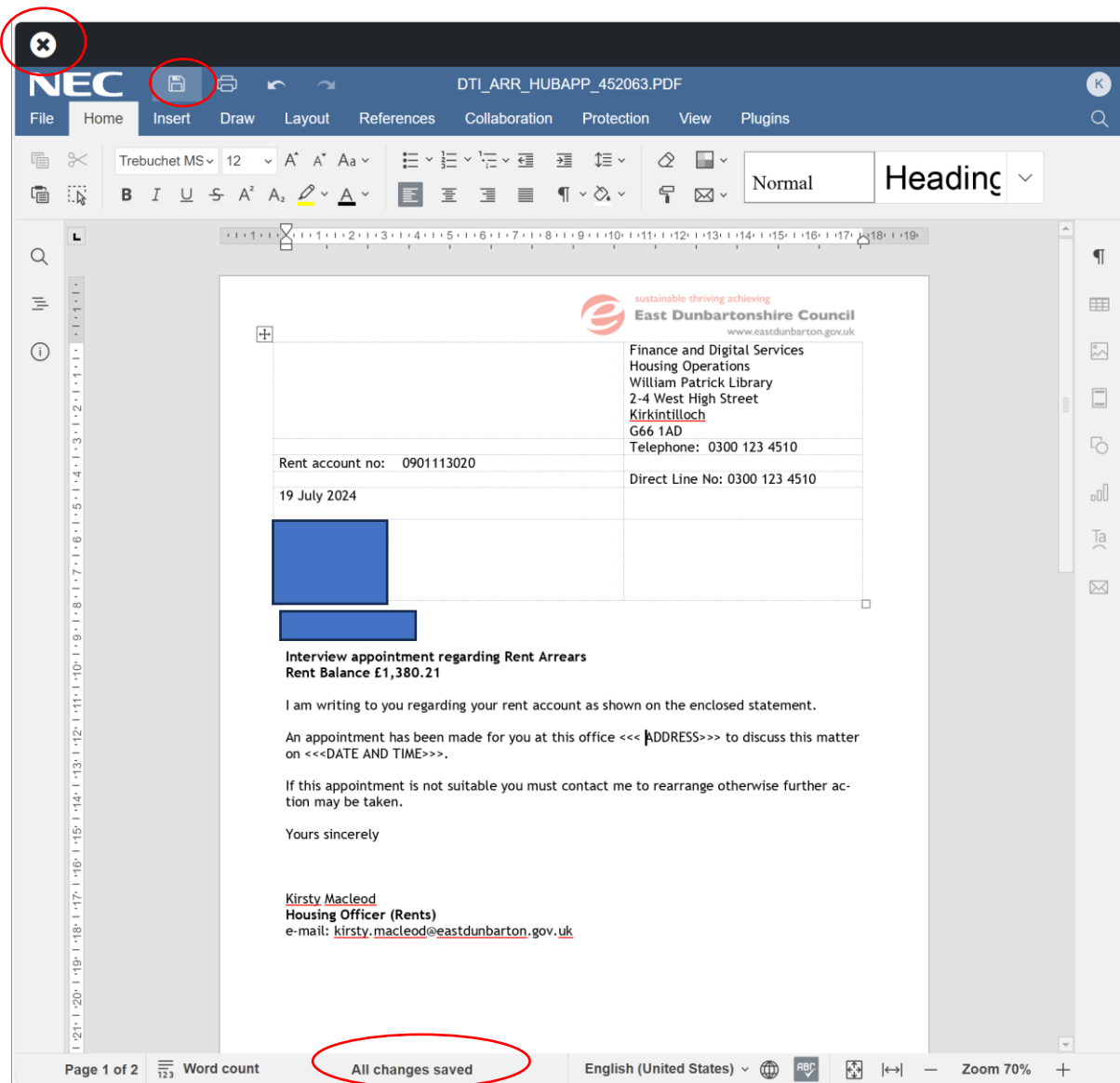
Cancel
Save
Apply

- If there is no other action required you should receive a system message advising the job was requested.

System Messages ✕

i GPI-00014 Job request 452062 submitted.

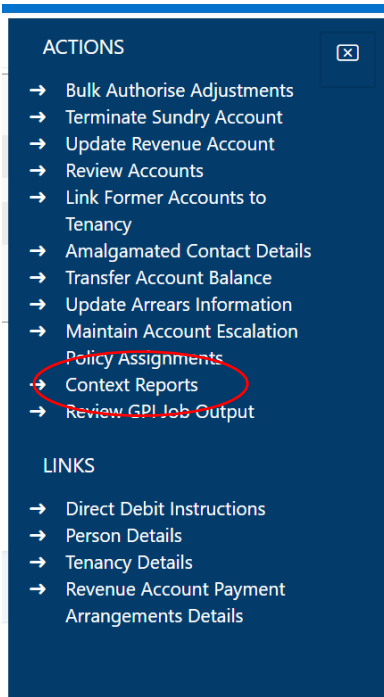
- If the letter has online edit activated the **'DocEditor'** will open up on a new tab to allow you to edit the letter and enter any details required. Once happy click the **'Save'** icon, wait for the letter to show it has saved at the bottom and the close the online edit via the top left-hand corner **'X'**



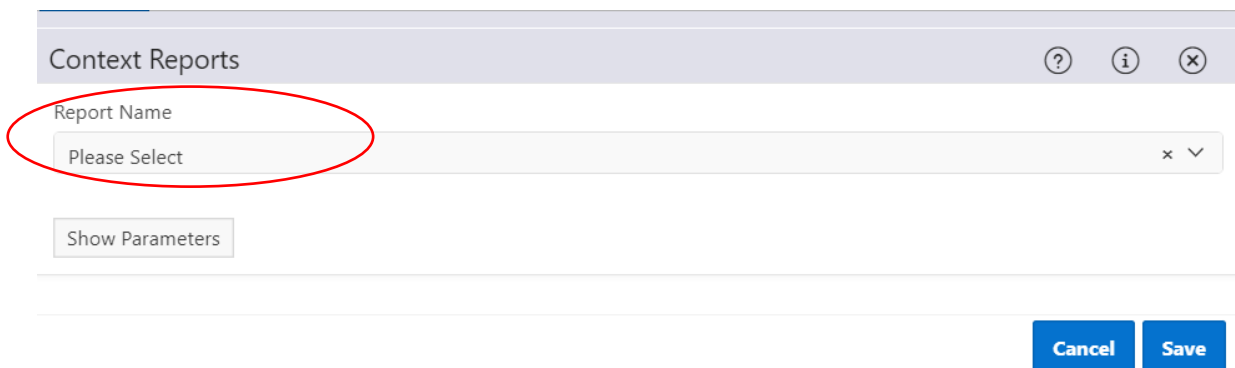
- This will then prompt a ‘**Editing complete. Do you wish to continue**’ wizard, click ‘**Ok**’
- A new tab will open which shows the letter after being sent to print. You can use this to check your changes have saved and then close the tab as normal.

### 5.6.2 Sending a Rent Statement or Court Letter to Print

- Follow the guide for ‘**Creating Arrears Actions**’ or ‘**Authorising Arrears Actions**’
- Click ‘**Actions**’ on the top right-hand corner and then ‘**Context Reports**’



- Complete the '**Context Reports**' wizard by selecting the letter you want to send



- Select '**Parameters**' and then click '**Save**'



- Enter any required information in the '**Parameters**' which vary depending on the court letter being produced.

**Run Module**

Module	DTI_ARR_DALEXP	Audit Enabled	No
Description	Decree award letter - payment & expenses	Audit On	Yes
Mod Type	DTI	Save Output	No
Output Format	PDF	Wrap Length	

**Parameters**

Description	Value
Payment Reference *	0901113020
Arrears Action Letter Name	DTI_ARR_DALEXP
Court Letter Date	
Court Name	
Court Letter Text	

**Options**

Run Type \* **Immediate** Batch

Immediate Queue \* FSW\_I\_QUEUE - Queue Created for migration Purposes

Print

Output File

Output Directory Please Select

Save in DB

Save Parameter Set

Parameter Set Name

Debug Level 0

Public

On Line

Buttons: Cancel Save Apply (Save is circled in red)

- Click **'Save'** and you should receive a system message advising the job was requested.

**System Messages**

i GPI-00014 Job request 227526 submitted.

### 5.6.3 Viewing Printed Letters

- In **'Revenue Accounts'**, search for the rent account using the search or advanced search options
- Select the account whose letters you want to view
- Click **'More'** and then **'Letters'**
- This page allows you to view any letters that have been sent. If you need more detail on the letter contents **'Row Action'** the letter and select **'Browse Letter'**

Letters Create ? i

Q Go Actions

	Letter Name	Send Date	Rep	Reply By	Reply Received	
<span>☰</span>	DTI_ARR_1RL	15/02/2024	N			<a href="#">↗</a>

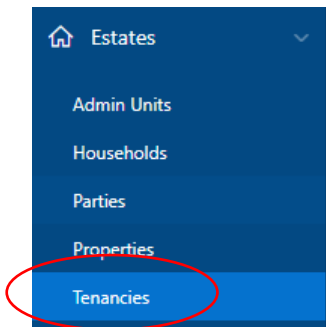
1 - 1

- This opens the NEC Document Viewer where you can view, reprint or download the letter if required.

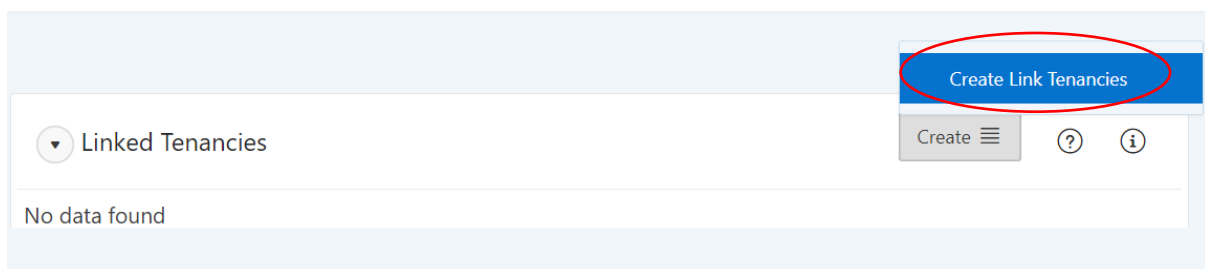
## 6. Tenancy Management

### 6.1 Linking Current Tenancies

- In **'Tenancies'** search for a record using the search or advanced search options



- Select the lock up, garage ground site or decant tenancy you want to link
- Click **'More'** and then **'Linked Tenancies'**
- Click **'Create'** and then **'Create Link Tenancies'**



- Complete the **'Create Linked Tenancies'** wizard remembering to ensure the **'Parent Tcy Ref'** is the main tenancy, you've provided a start date and a linking reason.

A screenshot of a 'Create Linked Tenancies' wizard form. The form has a title bar with a question mark, an information icon, and a close icon. The form fields are: 'Parent Tcy Ref' (with a red asterisk and a search icon circled in red), 'Tenants', 'Property Address', 'Link Start Date' (with a red asterisk and a calendar icon), 'Link End Date' (with a calendar icon), 'Link Reason' (with a red asterisk and a dropdown menu showing 'Please Select'), and 'Comments'. At the bottom right, there are 'Cancel' and 'Save' buttons, with the 'Save' button circled in red.

- Click **'Save'**

---

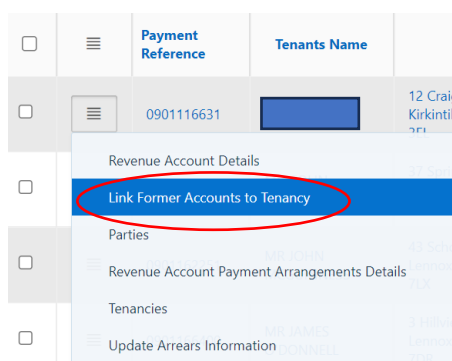
**Note:** Rules for linking:

---

- The tenant must have at least one Terminated Tenancy with an associated account and one Current Tenancy with a current account.
  - You can link any account types to the Current Tenancy e.g. Rent Account, Court Costs, Rechargeable Account, Insurance Account.
  - Linking will NOT transfer account balances automatically however balance transfers from former to current accounts can be applied later.
  - Non-Tenant Sundry Accounts cannot be linked.
- 

## 6.2 Linking Former Accounts to Tenancies

- In **'Revenue Accounts'** search for a record using the search or advanced search options
- Select the former account you want to link
- **'Row Action'** and the click **'Link Former Accounts to Tenancies'**



- Complete the **'Link Former Accounts to Tenancy'** wizard with all the relevant data.
- Click **'Save'**

## 7. Write Off

### 7. Authorising Write Offs

- In **'Write Offs'** under **'Revenue Accounts'** search for all pending write offs by selecting **'Status'** for the search criteria and searching for **'PND'**

The screenshot shows a search interface with a dropdown menu set to 'Status' and a text input field containing 'PND'. There are 'Search', 'Clear', and 'Count' buttons.

- If authorising all write offs that have appeared in the search criteria tick the box in the header to select all results and then click the **'Bulk Row Action'** and then **'Approve Write Off'**

Write Offs

Search

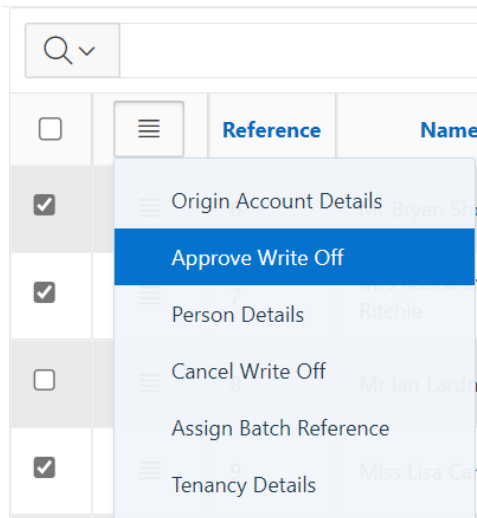
<input checked="" type="checkbox"/>	Reference	Name
<input checked="" type="checkbox"/>	Origin Account Details	Bryan Sho
<input checked="" type="checkbox"/>	Person Details	Ritchie
<input checked="" type="checkbox"/>	Cancel Write Off	Mr Ian Lardne
<input checked="" type="checkbox"/>	Assign Batch Reference	
<input checked="" type="checkbox"/>	Tenancy Details	Miss Lisa Carr

The screenshot shows a table with columns for 'Reference' and 'Name'. A context menu is open over the table, showing options: 'Origin Account Details', 'Approve Write Off' (highlighted), 'Person Details', 'Cancel Write Off', 'Assign Batch Reference', and 'Tenancy Details'. All rows in the table have a checked checkbox in the first column.

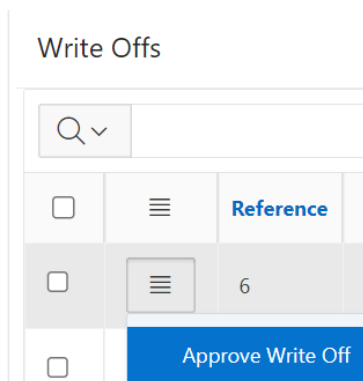
- If authorising only some of the pending write offs that have appeared in the search criteria tick the box of all cases due to be written off and then click the **'Bulk Row Action'** and then **'Approve Write Off'**



## Write Offs



- If only authorising individual cases **'Row Action'** on the account to be written off and select **'Approve Write Off'**



- Complete the **'Approve Write Off'** wizard by ensuring the details on this match the write off approval paperwork. Once happy click **'Save'**.

---

**Note:** If any changes are required to the write off's contact the systems team. Once the write offs have been authorised inform the systems team who need to forward the details of the write offs to finance for reconciliation.

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## 8. Pre-Tenancy

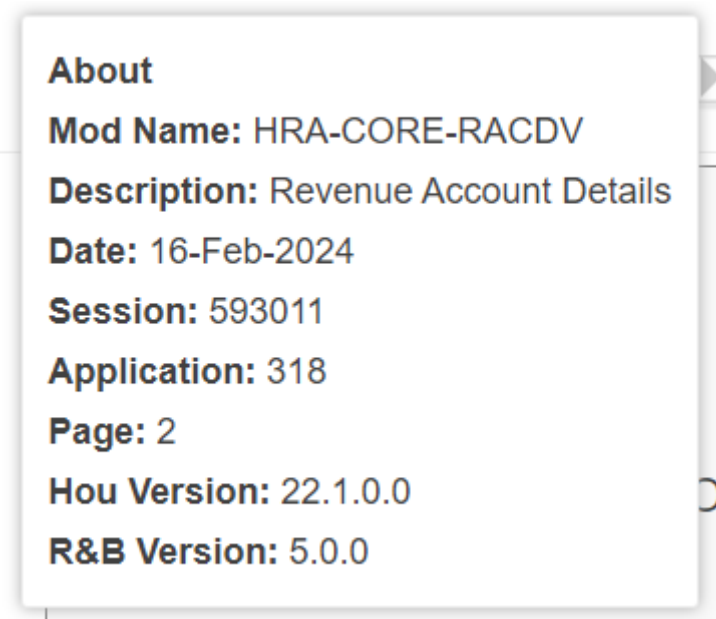
Please refer to the Support Services manual.

## 9. Housing Support Referrals

Please refer to the Support Services manual.

## 10. Reporting Issues

In the event you have any issues with the system or cannot get access to an area you should be able to please contact the IHMS or Systems team with a description of the issue and a screen print of the information page on NEC. This can be found on every page and wizard and is accessed by hovering over the information icon ⓘ and should look like the image below.

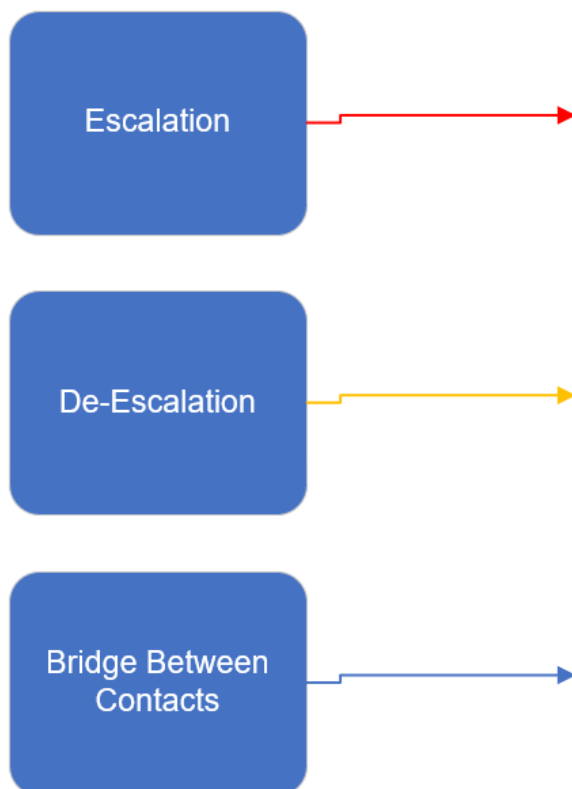


## 11. Escalations

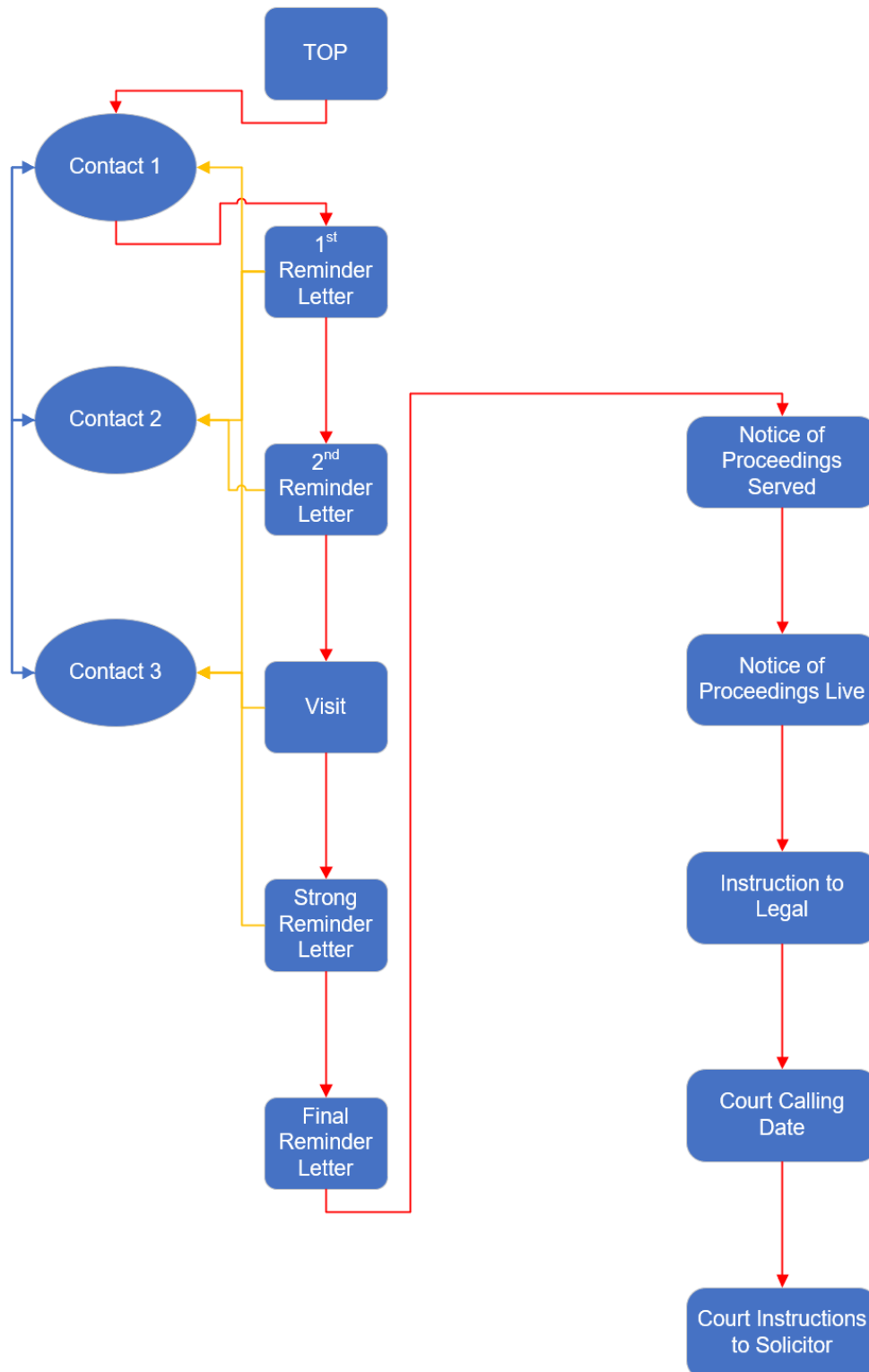
Escalation policies are used to monitor accounts in arrears and define the way arrears actions will be taken against associated accounts. Any number of actions can be linked together to form an escalation policy, and the progressions are built based on any or all of the following criteria;

- A range of arrears between 'x' and 'y'
- A number of consecutive periods in arrears
- A greater balance of 'x' times the rent
- A balance change.

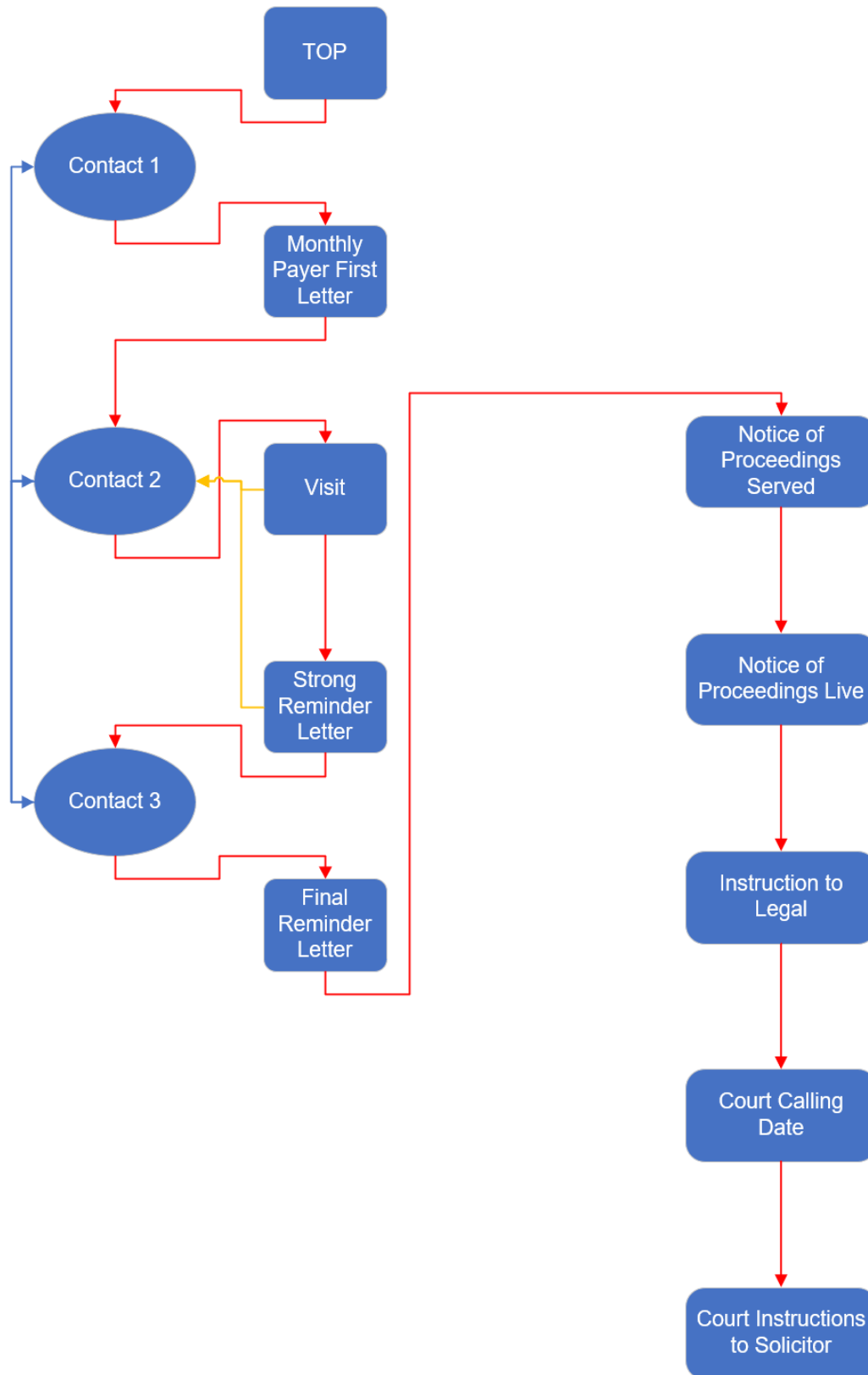
An escalation policy can both be escalated and de-escalated by progressions through the policy where it has been setup.



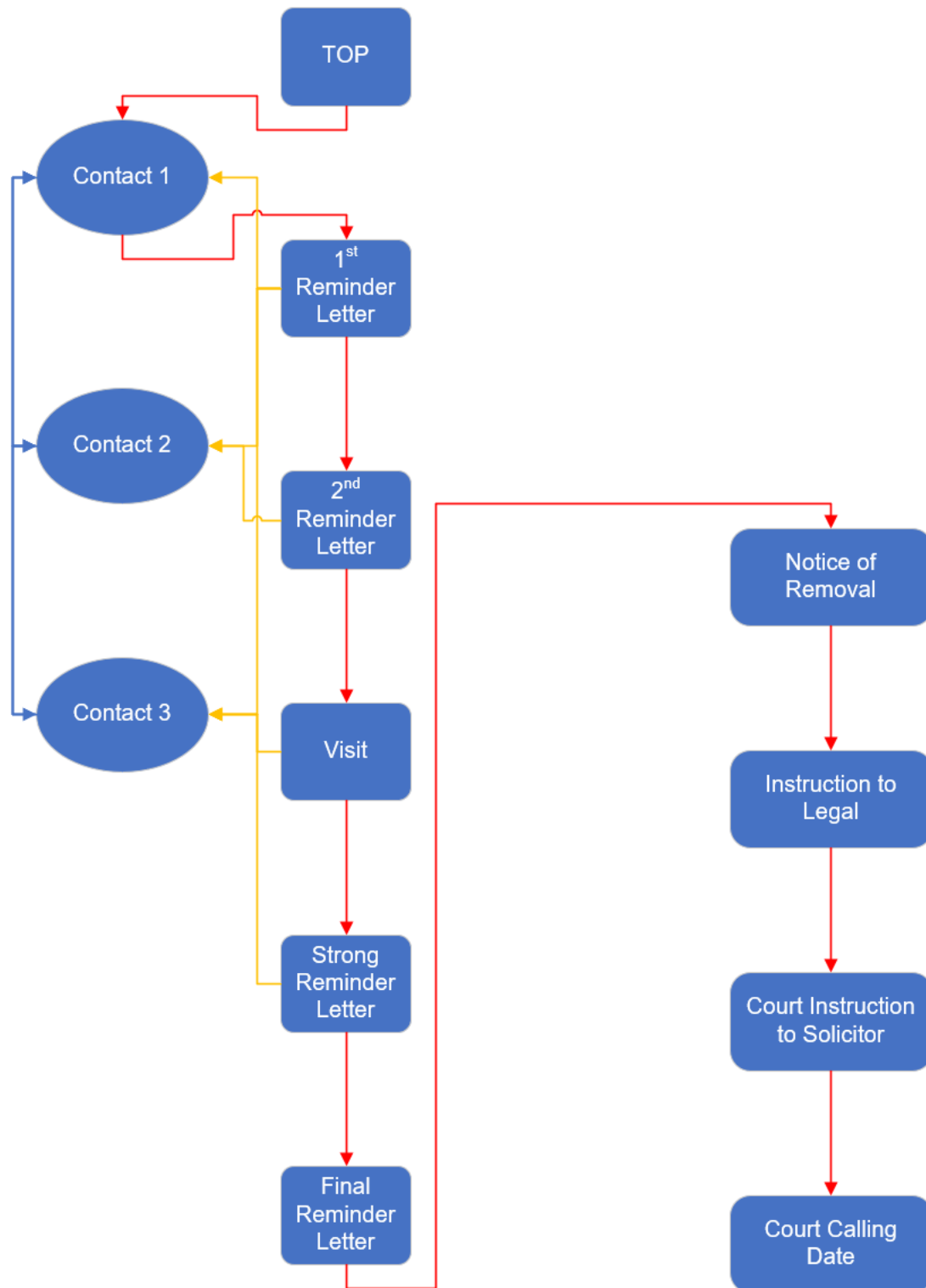
### 10.1 Weekly48 – WK48R



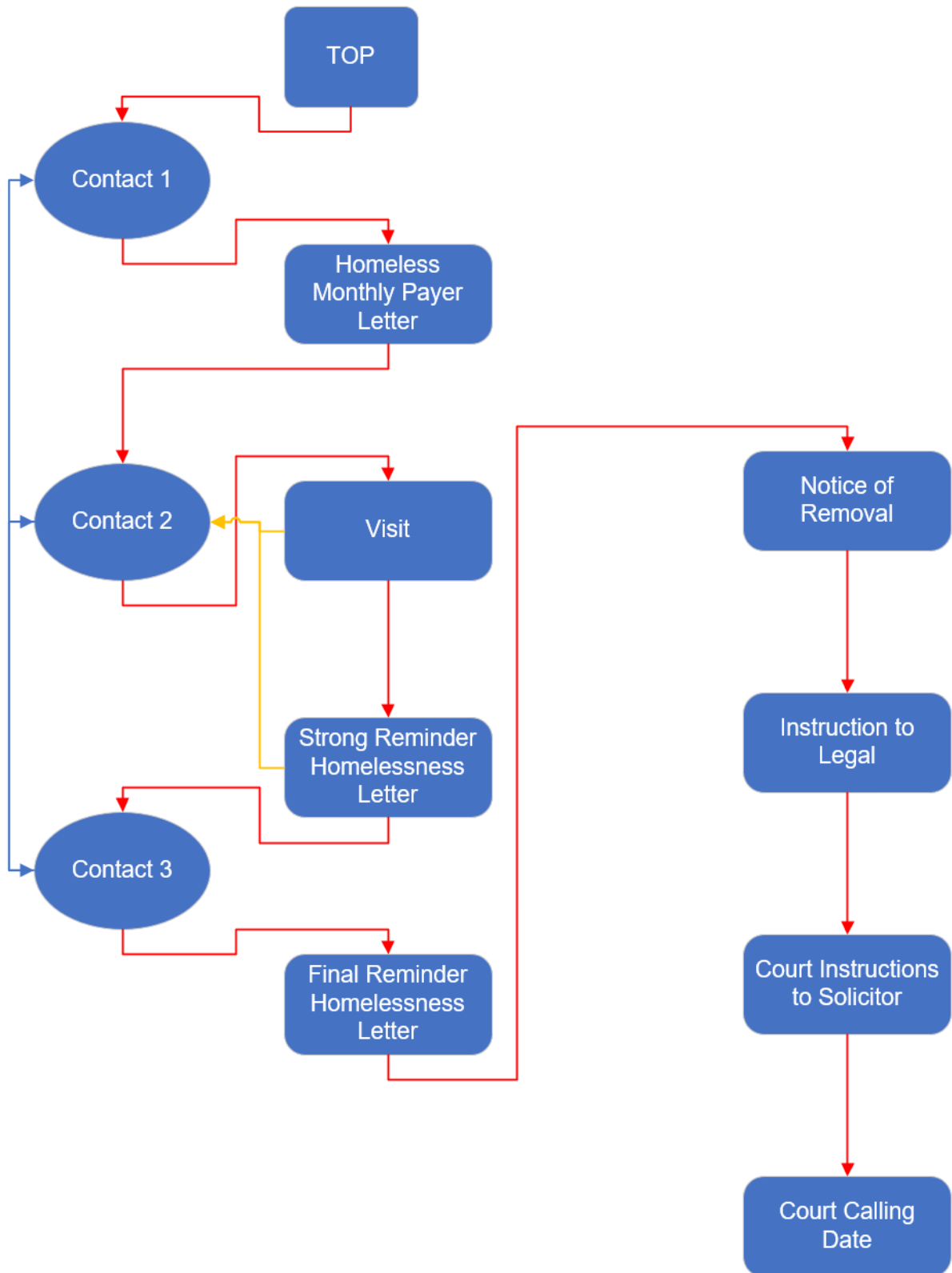
## 10.2 Monthly48 – MNTH48R



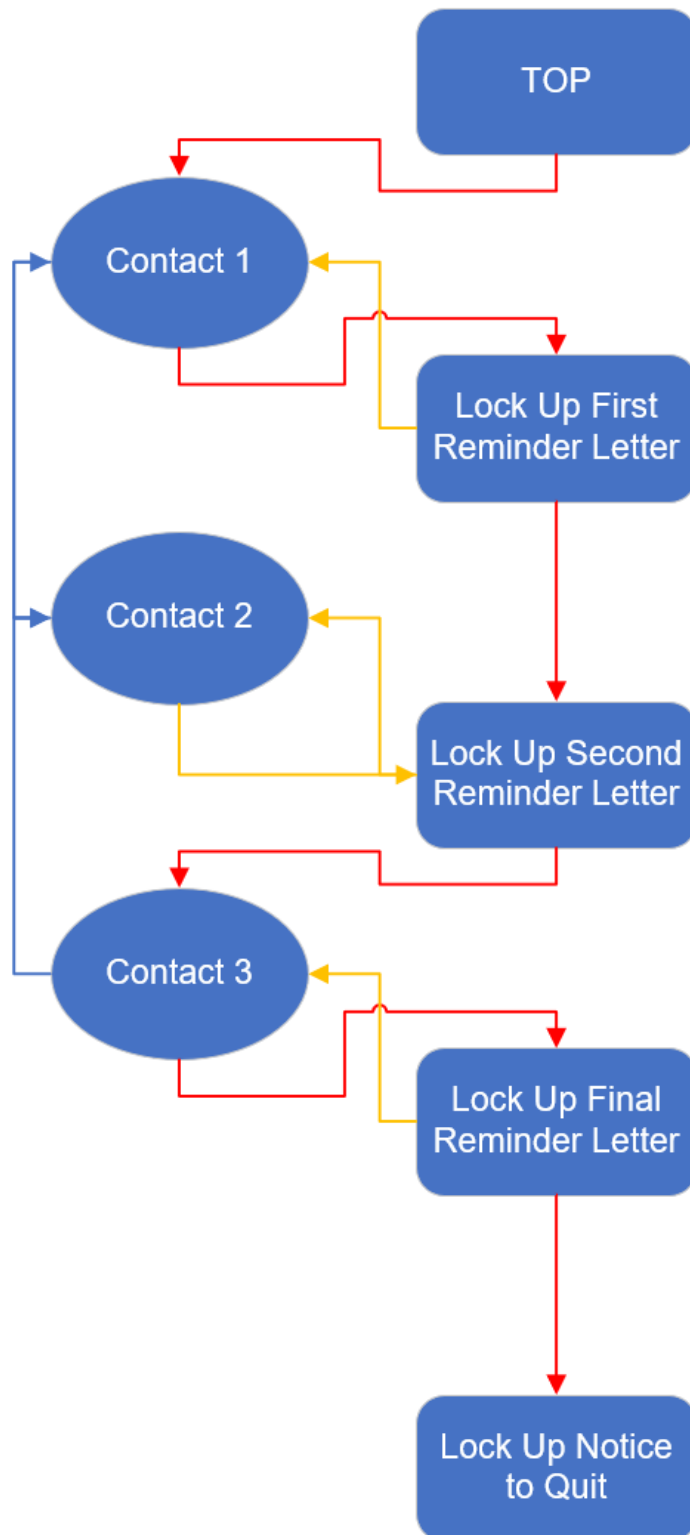
### 10.3 Weekly52 – WK52



10.4 Monthly52 – MNTH52

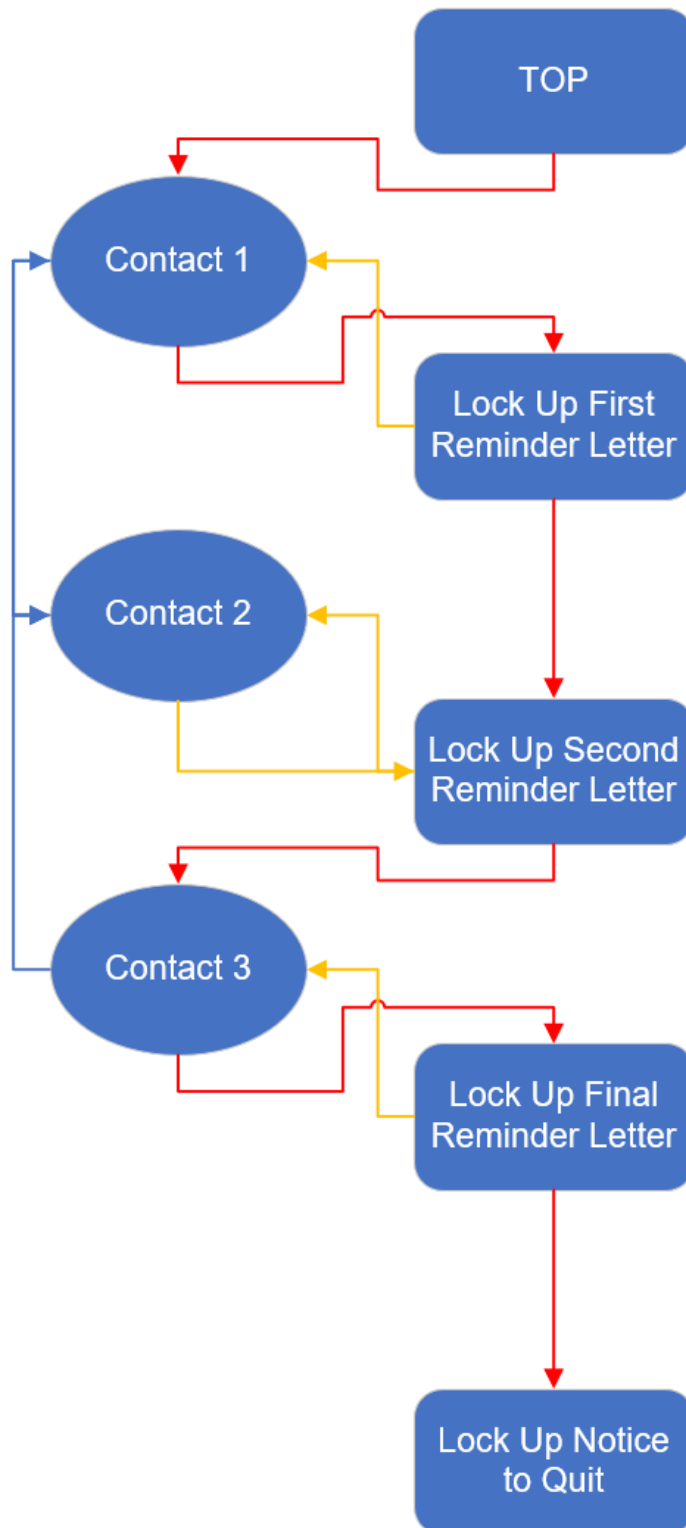


### 10.5 Weekly48 Non-Residential – WK48NR

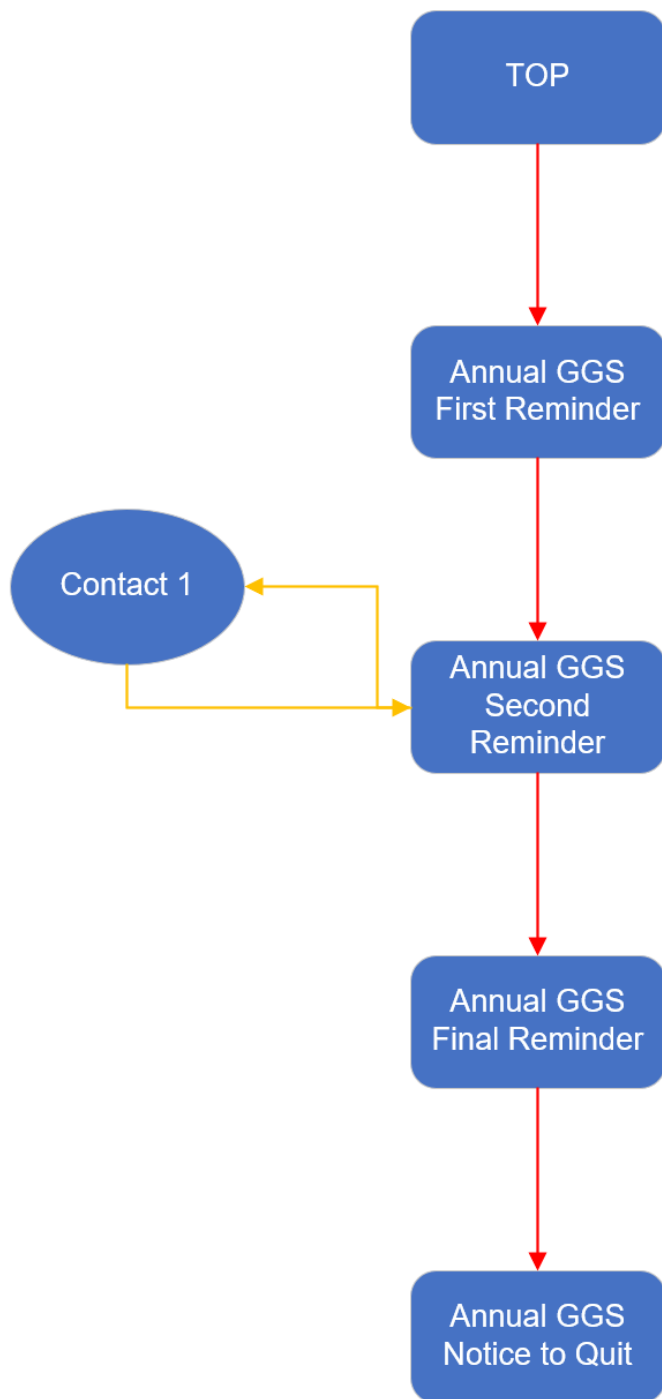




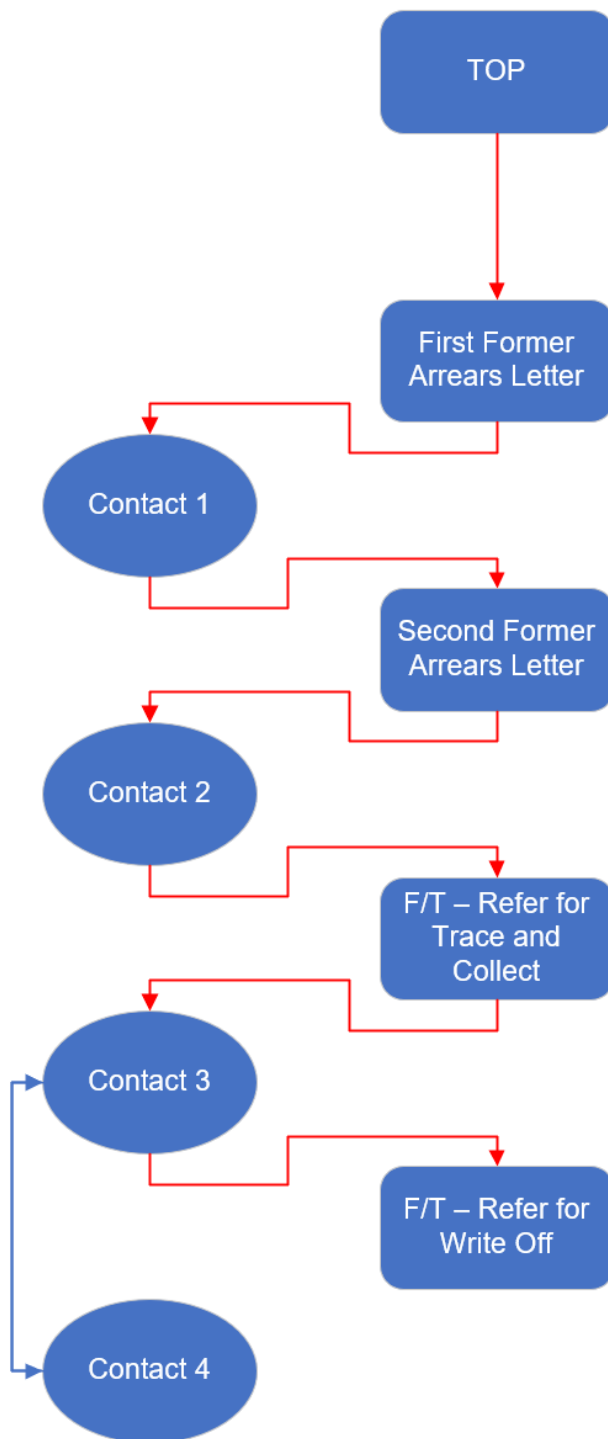
### 10.6 Monthly48 Non-Residential – MNTH48NR



## 10.7 Annual Garage Ground Site - ANNGGS



## 10.8 Former - FORMER



## 12. Arrears Actions and Letters

### 11.1 Weekly48 – WK48R

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
1RL	First Reminder Letter	To send out a first reminder letter.	DTI_ARR_1RL	First Reminder Letter
2RL	Second Reminder Letter	To send out a second reminder letter.	DTI_ARR_2RL	Second Reminder Letter
VST	Visit	To record a visit with the tenant.	-	-
SRL	Strong Reminder Letter	To send out a strong reminder letter.	DTI_ARR_SRL	Strong Reminder Letter
FRL	Final Reminder Letter	To send out a final reminder letter.	DTI_ARR_FRL	Final Reminder Letter
NOPS	Notice of Proceedings Served	To record a notice of proceedings being served.	-	-
NOSP	Notice of Proceedings Live	To record a notice of proceedings going live.	-	-
ITL	Instruction to Legal	To record instructions to legal have been sent.	-	-
CCD	Court Calling Date	To record a court calling date.	-	-
CIS	Court Instructions to Solicitor	To record court instructions being sent to the solicitor.	-	-

## 11.2 Monthly48 – MNTH48R

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
MP1L	Monthly Payer First Letter	To send out a monthly payer first letter.	DTI_ARR_M1	First Monthly Reminder Letter
VST	Visit	To record a visit with the tenant.	-	-
SRL	Strong Reminder Letter	To send out a strong reminder letter.	DTI_ARR_SRL	Strong Reminder Letter
FRL	Final Reminder Letter	To send out a final reminder letter.	DTI_ARR_FRL	Final Reminder Letter
NOPS	Notice of Proceedings Served	To record a notice of proceedings being served.	-	-
NOSP	Notice of Proceedings Live	To record a notice of proceedings going live.	-	-
ITL	Instruction to Legal	To record instructions to legal have been sent.	-	-
CCD	Court Calling Date	To record a court calling date.	-	-
CIS	Court Instructions to Solicitor	To record court instructions being sent to the solicitor.	-	-

### 11.3 Weekly52 – WK52

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
H1RL	First Reminder Homelessness	To send out a first reminder letter.	DTI_ARR_1RL	First Reminder Letter
H2RL	Second Reminder Homelessness	To send out a second reminder letter.	DTI_ARR_2RL	Second Reminder Letter
VST	Visit	To record a visit with the tenant.	-	-
HSRL	Strong Reminder Homelessness	To send out a strong reminder letter.	DTI_ARR_SRL	Strong Reminder Letter
HFRL	Final Reminder Homelessness	To send out a final reminder letter.	DTI_ARR_FRL	Final Reminder Letter
NOR	Notice of Removal	To record the notice of removal being served	-	-
ITL	Instruction to Legal	To record instructions to legal have been sent.	-	-
CCD	Court Calling Date	To record a court calling date.	-	-
CIS	Court Instructions to Solicitor	To record court instructions being sent to the solicitor.	-	-

## 11.4 Monthly52 – MNTH52

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
HMP1	Homeless Monthly Payer First Letter	To send out a monthly payer first letter.	DTI_ARR_M1	First Monthly Reminder Letter
VST	Visit	To record a visit with the tenant.	-	-
HSRL	Strong Reminder Homelessness	To send out a strong reminder letter.	DTI_ARR_SRL	Strong Reminder Letter
HFRL	Final Reminder Homelessness	To send out a final reminder letter.	DTI_ARR_FRL	Final Reminder Letter
NOR	Notice of Removal	To record the notice of removal being served	-	-
ITL	Instruction to Legal	To record instructions to legal have been sent.	-	-
CCD	Court Calling Date	To record a court calling date.	-	-
CIS	Court Instructions to Solicitor	To record court instructions being sent to the solicitor.	-	-

### 11.5 Weekly48 Non-Residential – WK48NR

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
G1RL	Lock Up First Reminder Letter	To send out the lock up first reminder letter	DTI_ARR_L1RL	Lock Up First Reminder Letter
2RG	Lock Up Second Reminder Letter	To send out the lock up second reminder letter	DTI_ARR_L2RL	Lock Up Second Reminder Letter
GFL	Lock Up Final Reminder Letter	To send out the lock up final reminder letter	DTI_ARR_L3RL	Lock Up Final Reminder Letter
GNTQ	Lock Up Notice to Quit	To send out the lock up notice to quit letter	DTI_ARR_NTQL	Lock Up Notice to Quit



### 11.6 Monthly48 Non-Residential – MNTHNR

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	-
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	-
G1RL	Lock Up First Reminder Letter	To send out the lock up first reminder letter	DTI_ARR_L1RL	Lock Up First Reminder Letter
2RG	Lock Up Second Reminder Letter	To send out the lock up second reminder letter	DTI_ARR_L2RL	Lock Up Second Reminder Letter
GFL	Lock Up Final Reminder Letter	To send out the lock up final reminder letter	DTI_ARR_L3RL	Lock Up Final Reminder Letter
GNTQ	Lock Up Notice to Quit	To send out the lock up notice to quit letter	DTI_ARR_NTQL	Lock Up Notice to Quit

## 11.7 Annual Garage Ground Site - ANNGGS

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	
A1RL	Annual GGS First Reminder Letter	To send out the annual garage first reminder letter	DTI_ARR_G1RL	Garage First Reminder Letter
A2RL	Annual GGS Second Reminder Letter	To send out the annual garage second reminder letter	DTI_ARR_G2RL	Garage Second Reminder Letter
AFL	Annual GGS Final Letter	To send out the annual garage final reminder letter	DTI_ARR_G3RL	Garage Final Reminder Letter
ANTQ	Annual GGS Notice to Quit	To send out the annual garage notice to quit letter	DTI_ARR_NTQG	Garage Notice to Quit

## 11.8 Former - FORMER

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
CON1	Contact 1	To record a contact with the tenant, i.e. telephone, text or email.	-	
CON2	Contact 2	To record a contact with the tenant, i.e. telephone, text or email.	-	
CON3	Contact 3	To record a contact with the tenant, i.e. telephone, text or email.	-	
CON4	Contact 4	To record a contact with the tenant, i.e. telephone, text or email.	-	
FT1L	First Former Tenant Letter	To send out the first former tenant letter.	DTI_ARR_F1RL	First Former Arrears Letter
FT2L	Second Former Tenant Letter	To send out the second former tenant letter.	DTI_ARR_F2RL	Second Former Arrears Letter
RTC	F/T – Refer for Trace and Collect	To record a referral to trace and collect.	-	
RWO	F/T – Refer for Write Off	To record a referral for a write off.	-	

## 11.9 Arrears INFO Actions

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
AC	Agreement Confirmed	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
FTAG	Former Tenant Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
AI	Agreement Instalments Letter	To send out the agreement instalments letter.	DTI_ARRSTAT	Agreement Instalments
ANM	Agreement Not Maintained	To send out the agreement not maintained letter.	DTI_ARR_ARRB	Agreement Not Maintained
BRAR	Broken Arrangement	To send out the broken agreement letter.	DTI_ARR_ARRBF1	Broken Agreement Letter
1UCR	First UC Rent Increase Letter	To send out the first UC rent increase letter.	DTI_ARR_UCN	First UC Rent Increase Letter
2UCR	Second UC Rent Increase Letter	To send out the second UC rent increase letter.	DTI_ARR_UCF	Second UC Rent Increase Letter
APP	Appointment Letter	To send out the appointment letter.	DTI_ARR_HUBAPP	Hub Appointment Letter
CPRA	Case Passed to Housing Rents Adviser	To record when a case is being passed to the housing rents adviser.	-	-
CUCP	Check UC Payments & Reset Code	To record when a case is being checked for UC Payments and to reset any escalations.	-	-
ESCU	Escalation Update	To record when an account moves between escalations.	-	-
HBU	Housing Benefit Underpayment	To record when an account has a housing benefit underpayment.	-	-
LGPY	Large Payment	To record when an account has a large payment and when this is passed to fraud for	-	-

		investigation along with the outcome of the investigation.		
MON	Monitor	To record when you are monitoring an account.	-	-
NCON	No Contact Letter	To send out the no contact letter.	DTI_ARR_NOCONT	No contact letter
NORD	Now On Rent Direct	To record when an account is now on rent direct.	-	-
PAYU	Payment Method Update	To record when a payment method has been updated.	-	-
PR	Payments Restarted	To record when payments have restarted.	-	-
PREA	Pre Aband Letter	To send out a pre abandon letter.	DTI_ARR_PREABD	Pre Aband letter
RDCP	Rent Direct - Check Payments	To record when a check is being done for rent direct payments.	-	-
RSTA	Full Rent Statement	To send out the full rent statement with dates.	DTI_ARR_FULLSTA	Full Rent Statement
RWO1	Write Off Requested	To record when a write off has been requested.	-	-
RWOA	Write Off Authorised	To record when a write off has been authorised.	-	-
SBAL	Static Balance Letter	To send out the static balance letter.	DTI_ARR_STATIC	Static letter
SRS	SRS/UC47 Completed	To record when you have completed an SRS or UC47 request.	-	-
STAT	12 Weekly Rent Statement	To send out the 12 weekly rent statement.	DTI_ARR_RENSTAT	12 Weekly Rent Statement
SWCR	Replacement Payment Card Ordered	To record and order a replacement payment card.	-	-
UC	UC in Payment	To record when UC is now being paid into the account.	-	-

UC1	UC 1 Month Outstanding Letter	To send out the UC 1 month outstanding letter.	DTI_ARR_UC1	UC Monthly Reminder Letter
UCA	UC Applied For	To record when a tenant has applied for UC.	-	-
UCPC	UC Payments Confirmed	To record when UC have confirmed payments.	-	-
UCS	UC Being Paid to Tenant Letter	To send out the UC being paid to tenant letter.	DTI_ARR_UCS	UC Being Paid to Tenant - Balance on Account
VRM	Visit Regarding Missed Direct Debit	To record a visit made to the tenant regarding a missed direct debit.	-	-
VRP	Visit Regarding Payments	To record a visit made to the tenant regarding missed payments.	-	-
XMAS	Christmas Letter	To send out the Christmas letter.	DTI_ARR_XMAS	Christmas rents notice
YE	Year End Letter	To send out the year end letter.	DTI_ARR_YEAREND	Year End letter

## 11.10 Court INFO Actions

<b>Code</b>	<b>Name</b>	<b>Description</b>	<b>Letter Code</b>	<b>Letter Name</b>
AC	Agreement Confirmed	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
ADAG	After Decree-Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
ARR	Agreement Pre NOSP	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
CCA	Case Continued Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
CSA	Case Sisted Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
HRAA	Hsg Rents Adviser - Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
NOPA	Agreement After NOSP	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
PCA	Pre Calling Agreement	To record an agreement being made.	DTI_ARR_ARRAGT	Agreement Letter
7PL	Seven Day Pre Legal Letter	To send out the seven day pre legal letter.	DTI_ARR_7DNCA	7 day NCA letter
APH	Awaiting Proof Hearing	To record when you are waiting for a proof hearing	-	-
CC	Case Continued	To send out the case continued letter.	DTI_ARR_CASECON	Case continued
CD	Case Dismissed	To send out the case dismissed letter.	DTI_ARR_DIS	Dismissed letter
CDE	Case Dismissed with Expenses	To send out the case dismissed with expenses letter.	DTI_ARR_DISEXP	Dismissed with expenses letter
COND	Conjoined Decree	To send out the conjoined decree letter.	DTI_ARR_CONDAL	Conjoined decree award letter
CPLA	Case Passed for Legal Action	To record when a case is passed for legal action.	-	-

CS	Case Sisted	To send out the case sisted letter.	DTI_ARR_SIST	Settlement letter
DEJ	Decree For Ejection	To send out the decree for ejection letter.	DTI_ARR_DAL	Decree award letter - payment
DEXP	Decree For Expenses Only	To send out the decree for expenses only letter.	DTI_ARR_DALEXP	Decree award letter - payment & expenses
DPAY	Decree For Payment	To send out the decree for payment letter.	DTI_ARR_DALEXP	Decree award letter - payment & expenses
DREC	Decree Recalled	To record when a decree has been recalled.	-	-
EVCE	Eviction with Expenses	To send out the eviction with expenses letter.	DTI_ARR_EVCTEXP	Eviction with expenses letter
EVCP	Eviction with Payments	To send out the eviction with payments letter.	DTI_ARR_EVCTPAY	Eviction with payment letter
EVIC	Eviction	To send out the eviction letter.	DTI_ARR_EVCT	Eviction letter
FCC	First Court Calling	To record when a case is first calling to court by the legal team.	-	-
FTLG	F/T Legal	To record when a former tenant case is passed for legal action.	-	-
PD	Peremptory Diet	To send out the peremptory diet letter.	DTI_ARR_PREDIET	Peremptory diet letter
PH	Proof Hearing	To send out the proof hearing letter.	DTI_ARR_PHL	Proof hearing letter
PPH	Pre Proof Hearing	To send out the pre proof hearing letter.	DTI_ARR_PREPHL	Pre proof hearing letter
REV	Review Notice	To record a review notice.	-	-
RSIS	Recall SIST	To send out the recall sist letter.	DTI_ARR_RECSIST	Recall sist letter
SS16	SIST Section 16 Order	To send out the sist section 16 order letter.	DTI_ARR_SISTS16	Settlement S16 order
SUCS	SIST UC Settlement Letter	To send out the sist UC settlement letter.	DTI_ARR_SISTUC	Settlement UC letter



