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## Management Software

Tenant Pro 7 is a property management suite that helps managers track information on properties, property owners, tenants, resident organizations, units, vendors and service histories. The system can support a variety of leasing arrangements and property types, including single- and multi-family residential properties, homeowners/condo owners associations, commercial holdings and self-storage facilities.

The program is available in four versions, which are differentiated by the number of units they can support. At the low end, the Landlord version can support up to 25 units, with a cost of \$395. The Small Business model supports up to 100 units at a cost of \$595 for up to 50 units and \$895 for up to 100 units. Support for up to 250 units is available through the Professional package for \$1,295. The Corporate edition starts at \$1,695 for up to 500 units; \$2,195 for unlimited. With the exception of unit capabilities, all of the versions have the same features and available add-on modules.

Sun Country Realty and Rentals is a property management and realty company that currently has a neighborhood of 36 single-family homes in a community called May River Place, located in Bluffton, S.C., which is still in the development phases. The company also has other single-family homes located throughout the area. Dawn Moriarty-Odom is Sun Country's Property Manager and Sales Agent, and as the company began to grow, she found the need for a management program and Tenant Pro 7 was her choice.

Moriarty-Odom notes that there is a specific order in which some information needs to be entered into Tenant Pro: "It's like counting or saying the alphabet. Obviously one comes before two and A before B, so I would tell anyone to follow the directions, and when/if they don't understand just

call tech support because every time I've ever spoken to anyone at Tenant

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Tenant Pro's interface is very well designed, with primary system functions accessible via a customizable array of icons at the top of the screen. Master lists of properties, units, tenants, work orders and vendors are available with one click from the appropriate icon, opening into a spreadsheet list with a variety of information. In addition to basic contact and tenant information, the tenant list includes columns for current amount due, deposit amount and total recurring charges, which can provide an excellent at-a-glance summary of client data. Tenant information screens are a bit busy but provide a wealth of detail, with tabbed sections for Lease Information, the Tenant Ledger, Tenant Notes and the Communication Log.

The system enables the attachment of images, documents or other files to tenant, property and vendor records, and even to maintenance work orders, allowing an excellent method of retaining documented proof of damages or "before-and-after" pictures. Many data-entry fields use pull-down selection lists. Setup of new tenants, properties or other entities is fairly simple and is aided by the Fast Start Guide. Templates can be created to speed the process. As well, four new wizards are available, including a Move-In Wizard that guides the user through the tenant setup process.

#### **MODULES/SCALABILITY – 4.5 Stars**

Tenant Pro includes a completely integrated accounting system with GL, AR and AP, as well as bank and cash management and check writing features. The system maintains complete rental histories of tenants, properties and units, including all charges, payments, late fees, returned checks and comments. The work order management component of the program tracks all maintenance activity, including work performed by contractors, and helps manage WIP.

Property Automation offers several add-on modules to the program, including e-Pay Plus, which allows tenants to pay by automatic withdrawal, credit card

or electronic check. Other modules include CAM and Utility Billing (for allocating

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versions of Tenant Pro or exported to QuickBooks for managing financial data.

### **REPORTING – 4.5 Stars**

Since the program's database tracks all details of tenant and unit leases, as well as work orders and reminders, it provides good reporting functions, with more than 120 pre-built financial and management reports in categories for Financial, Maintenance, Management, Transactions and Vendors. The system also has the ability to print lease agreements, late notices and other client letters, checks and 1099s. The payroll function provides complete payroll reporting. Tenant Pro can export reports to Excel, Word, \*.PDF or HTML formats. Crystal Reports is available as an add-on option.

### **SUPPORT – 4.5 Stars**

Tenant Pro includes a tutorial, FAQs, a setup guide and a training CD, along with a traditional Help utility. The company offers a free online knowledgebase and user forum, as well as the optional Insights newsletter. Several support levels are available, from a pay-as-you-go option to comprehensive unlimited plans. One hour of free phone-based training is given to all customers as well as an additional 30 minutes of telephone support. A more advanced training CD series is also available for purchase.

### **SUMMARY**

Tenant Pro offers a scalable rental property management application with an appropriate basic feature set and add-on options for electronic payment and client screening. The system is likely best-suited to smaller management companies, with holdings under 2,000 units.

**2006 Overall Rating – 4.5 Stars**

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