



Standard set up

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Step 1: Setting up your agency

When you first log in to Resident all settings will be default and the details for your own company will need to be input first.

Updating Agency details:

Navigate to 'Settings' > 'Agency Details'. Enter details

Updating Branch details:

Navigate to 'Settings' > 'Branch Details'. Enter details

Why do I need to do this?

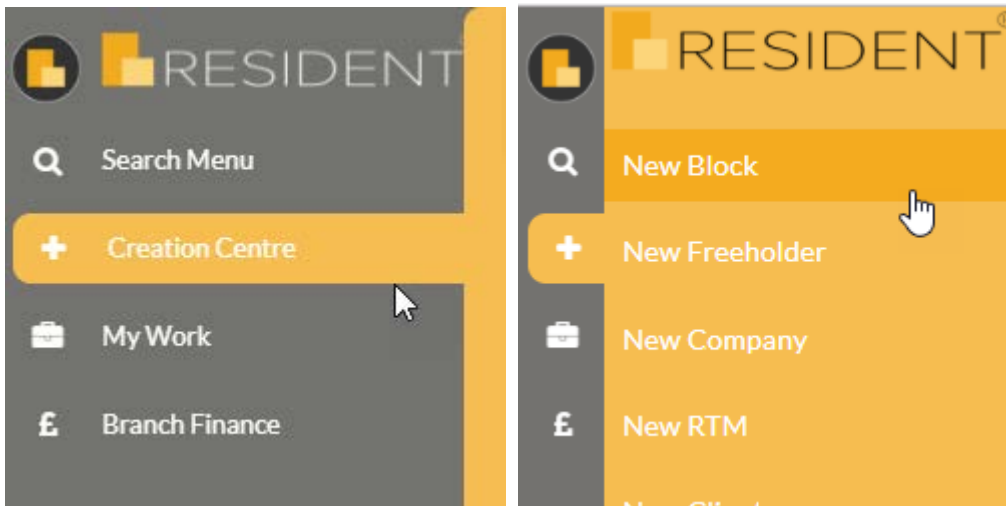
Resident uses a dynamic system to create all documentation meaning that any time you wish to display your details on an invoice etc. these details will be pulled from here. More information on this in the 'Configuration Templates' section.

Step 2: Adding your blocks.

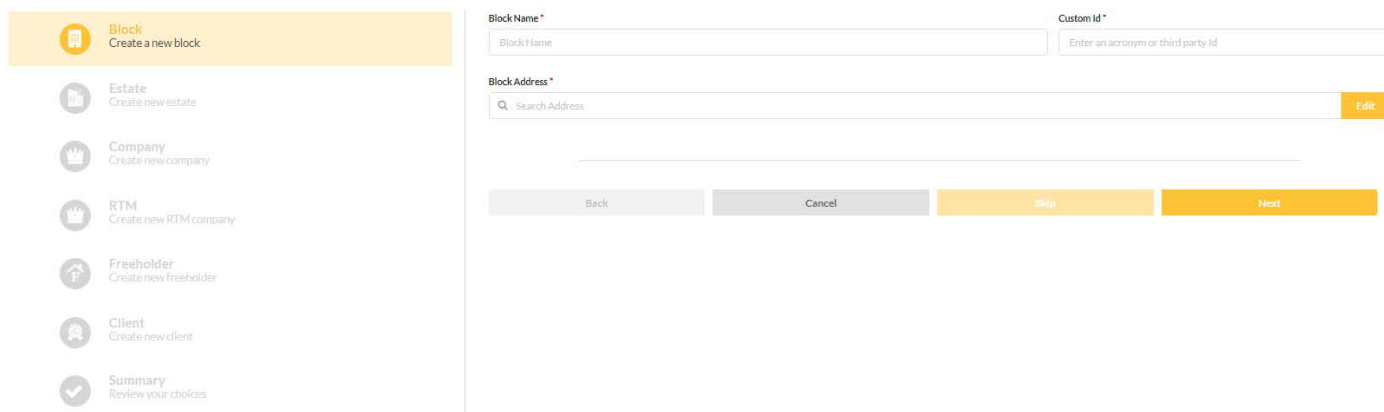
Adding a block on Resident is a 7-step process (most of which can be skipped if not needed):

- 1) Block details (Mandatory)
- 2) Create/ choose an Estate (Optional)
- 3) Create/ choose a Company (Optional)
- 4) Create/ choose an RTM (Optional)
- 5) Create/ choose a Freeholder (Optional)
- 6) Create/ choose a client (Mandatory)

Begin by opening the 'Creation Centre' and selecting 'New Block'.



This will now bring up the block creation wizard.



Block

Enter then name, ID, and address of the block.

Tip: When entering addresses anywhere on Resident it is best practice to click 'Edit' and enter the details into the correct lines to make sure that they are pulled correctly in the document templates.

Estate

Since the Estate is optional you will be presented with two buttons:

Do you want to create a new Estate?

Yes, I want to create a new one

No, I'll use an existing one

You can now choose to either create a new Estate or choose an existing Estate. You will need to choose existing if you are trying to add a new block to an estate.

You can choose to skip this step if the block is not under an estate.

Company, RTM, Freeholder

You will have the same options as Estate here.

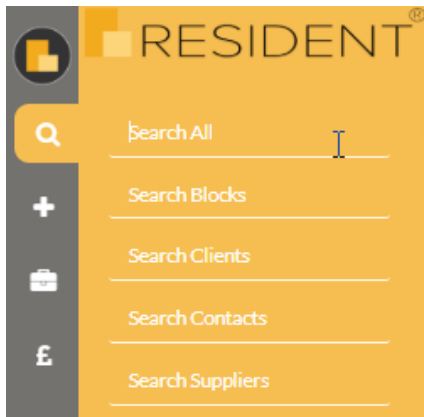
Client

Here you must enter the details of your client or court appointment.



You now have a new block set up. Again, these details will be used when creating documents so make sure you fill out as much as you can.

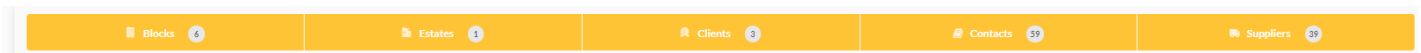
Using the search menu: When you log into Resident again or want to open another block etc you will need to use the search menu to get around. The search menu can be found on the top left of Resident. Clicking on it will bring up this menu:



Here you can type in each of these items and it will bring up the results in the full page.

What if I don't know what I'm searching for or I just want to see the whole list?

If you want to see the whole list of an item, for example blocks, then you can use the options at the top of the page to see all.



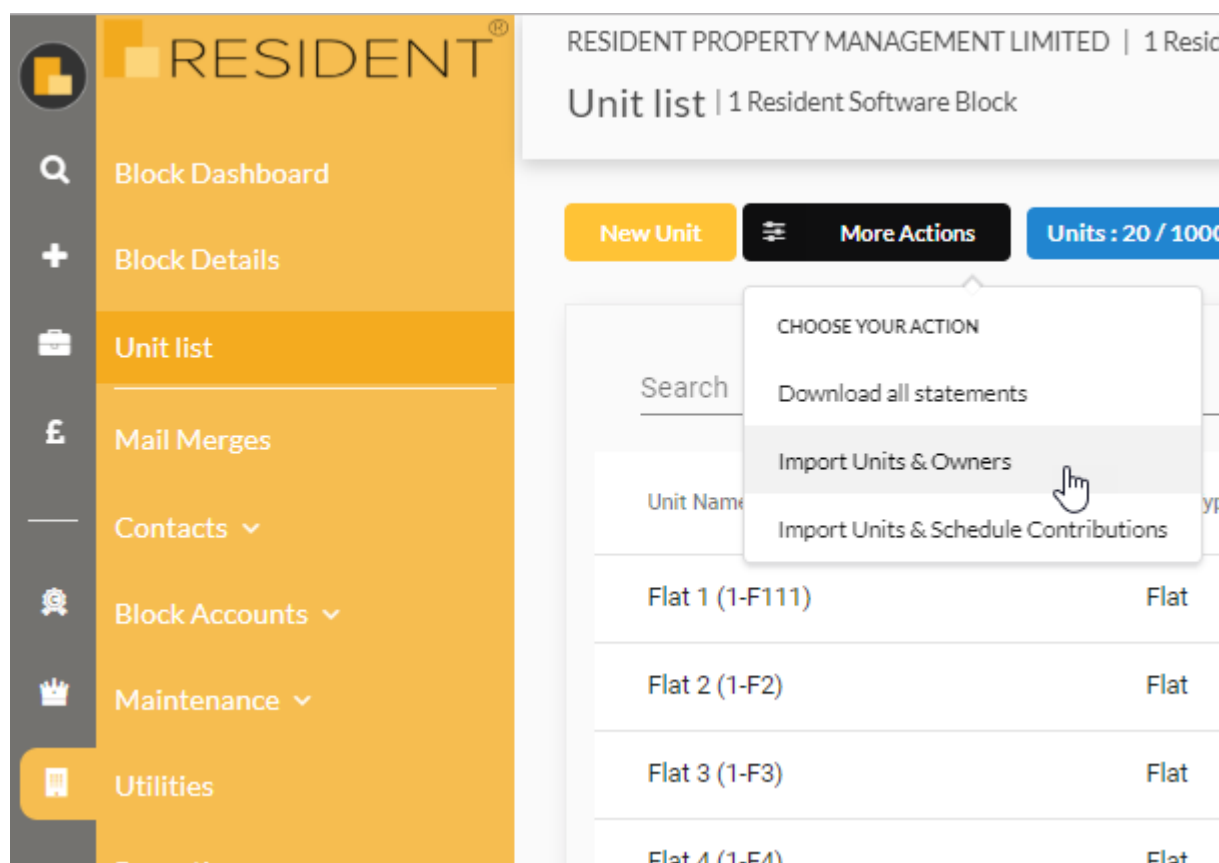
Step 3: Importing units and owners.

There are two ways to add units to Resident:

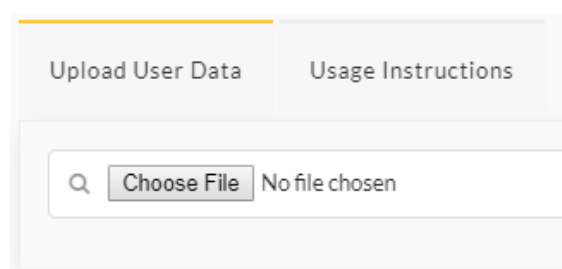
- 1) Importing
- 2) Adding manually

You will find both methods by clicking 'Block' > 'Unit list'. Importing units is the best way to add units but if you want to add just one unit then it can be done by simply clicking the 'New Unit' button here and filling out the details.

To import units, it is as simple as opening this page and clicking 'More Actions' > 'Import Units & Owners'.



This will take you to a page with two tabs:



The first tab allows you to upload a spreadsheet of all units and owner details. The 'Usage Instructions' tab gives you a download button for the template.

Note: This will only work if you use the template given and do not change or delete any columns as the data is imported directly from these references.

Tip: If a Leaseholder is a Director or Shareholder then simply place the letter Y into the relevant blank cell to indicate this.



Once you upload the file you will be given a preview of the upload and you can make any amendments needed.

Tip: If you keep hold of the spreadsheet and do not change any unit names on it you can use this sheet again to add new units or to change details within a unit by simply re-uploading it with the changes made.

Step 4: Importing your Suppliers

You can import suppliers the same way as Units & Owners. Start by navigating to 'Settings' > 'Branch Contacts' > 'Suppliers'. Now click 'More Actions' and choose 'Import Suppliers'. As with the Units & Owners please download and fill out the template. Once saved then you can upload to Resident and your suppliers will be live.

You will need to add the categories for your suppliers to be selectable when creating work orders etc. so once this is complete navigate back to 'Suppliers' and 'More Actions'. This time select 'Import Suppliers Categories'. Again, download the template and fill it out. Best practice would be to copy and paste the supplier names directly from your previous spreadsheet to this so as to avoid discrepancies. You must also ensure you spell the category names exactly as in Resident so that they import fully. If you would like to assign more than one category to a supplier simply create two rows for that supplier; one for each category.

Step 5: Upload your schedule contributions

Now that you have your units uploaded with the leaseholder's details too now is the best time to upload your schedules. Uploading the contributions is done in much the same way as units and owners. Navigate to 'Block' > 'Unit list' then click 'More Actions' again but this time choose 'Import Units & Schedule Contributions'.

Here you will find the same type of page as before with the two tabs. One with a template and one for importing. Download the template and fill it out either of these ways:

Once you have imported your sheet you will find the schedules in 'Block' > 'Block Accounts' > 'Schedules'. Here you can assign categories to each schedule.

Unit Name	Schedule Name	Contribution	Unit Name	Schedule Name	Contribution
Flat 1	Pool	20	Flat 1	Pool	20
Flat 2	Pool	20	Flat 1	Lift	0
Flat 3	Pool	20	Flat 2	Pool	20
Flat 4	Pool	20	Flat 2	Lift	25
Flat 5	Pool	20	Flat 3	Lift	25
Flat 1	Lift	0	Flat 3	Pool	20
Flat 2	Lift	25	Flat 4	Lift	25
Flat 3	Lift	25	Flat 4	Pool	20
Flat 4	Lift	25	Flat 5	Lift	25
Flat 5	Lift	25	Flat 5	Pool	20

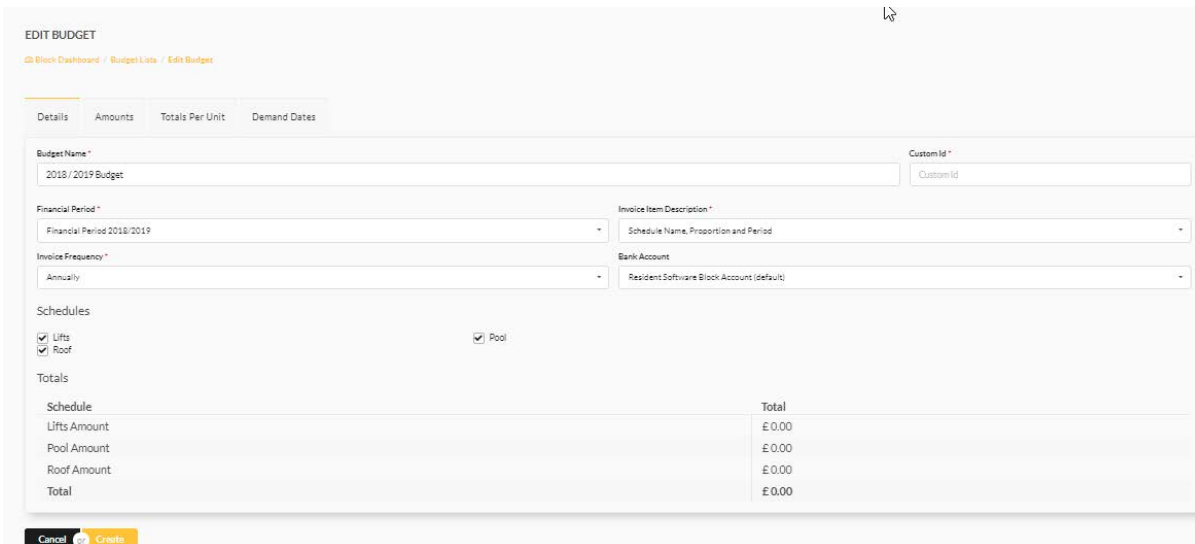
Step 6: Create a budget

Once you have your schedules set up you are ready to create a budget.

Before you start: Ensure that you have input a bank account and a financial period for this block. These can be found in 'Block' > 'Block Accounts' under 'Bank Accounts' and 'Financial Periods' respectively. Ensure that your financial period is not overlapping any other financial period.

To begin, navigate to 'Block' > 'Block Accounts' > 'Budgets'. Once here select 'New Budget'.

The budget consists of 4 tabs as shown on the next page.



EDIT BUDGET

[Block Dashboard](#) / [Budget List](#) / [Edit Budget](#)

Details | Amounts | Totals Per Unit | Demand Dates

Budget Name *
2018 / 2019 Budget

Custom Id *
Custom Id

Financial Period *
Financial Period 2018/2019

Invoice Item Description *
Schedule Name, Proportion and Period

Invoice Frequency *
Annually

Bank Account
Resident Software Block Account (default)

Schedules

☒ Lifts ☒ Pool

☒ Roof

Totals

Schedule	Total
Lifts Amount	£ 0.00
Pool Amount	£ 0.00
Roof Amount	£ 0.00
Total	£ 0.00

Cancel [Create](#)

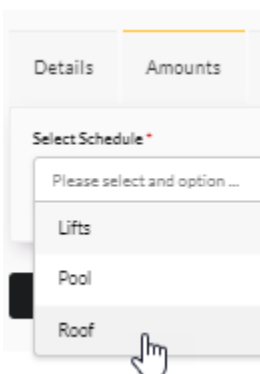
The '**Details**' tab holds all details shown above. This is the basic information regarding the budget.

'Invoice Item Description' allows you to choose what displays in the invoice field.

'Invoice Frequency' allows you to choose how many invoice groups are set up to be created.

'Schedules' section allows you to tick/untick any schedules you require in this budget.

The '**Amounts**' tab allows you to choose each schedule and input the contribution amounts within:



Details | **Amounts**

Select Schedule *

Please select an option ...

Lifts

Pool

Roof

Details	Amounts	Totals Per Unit	Demand Dates
Select Schedule *			
Roof			
Category	Previous Year Expenditures	Budget Amount	
Health & Safety			
Roof Safety System Testing	£ 0.00	500	
Maintenance			
Roofs and Gutters	£ 0.00	500	
Total Expenditure	£ 0.00	£ 1,000.00	

Cancel or Create

Tip: If nothing is showing once you choose your schedule then chances are there have been no categories assigned to the schedule yet.

The 'Totals Per Unit' tab shows the amounts and breakdown of what will be invoiced. Here is where you should check that the amounts are good.

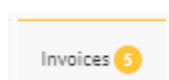
Details	Amounts	Totals Per Unit	Demand Dates	...
Unit / Schedule	Contribution	Amount		
Flat 1		£ 425.00		
Lifts contribution	25.000000 %	£ 125.00		
Pool contribution	20.000000 %	£ 100.00		
Roof contribution	20.000000 %	£ 200.00		
Flat 2		£ 425.00		
Lifts contribution	25.000000 %	£ 125.00		
Pool contribution	20.000000 %	£ 100.00		
Roof contribution	20.000000 %	£ 200.00		

Once the budget has been approved by clicking 'More Actions' > 'Approve', the 'Demand Dates' tab will show like this (depending on the frequency chosen. This is half yearly):

Details	Amounts	Totals Per Unit	Demand Dates	...
<div> <div> Start * 01/08/2018 </div> <div> End * 31/01/2019 </div> <div> Amount £ 1,000.00 </div> </div> <div> <input type="checkbox"/> Email invoices automatically? <input type="checkbox"/> Automatically generate Service Charge Demand? </div> <div>Generate</div>				
<div> <div> Start * 01/02/2019 </div> <div> End * 31/07/2019 </div> <div> Amount £ 1,000.00 </div> </div> <div> <input type="checkbox"/> Email invoices automatically? <input type="checkbox"/> Automatically generate Service Charge Demand? </div> <div>Generate</div>				

You can choose here whether the invoice will generate themselves based on the dates you choose in the 'Start' and 'End' dates and whether they will automatically email to the leaseholders. Once you have chosen this and made sure the dates are good then you can click 'Generate' for the period you are raising.

This will create an invoice group for this period. Here you can see the invoices by clicking on the 'Invoices' tab which will now be showing the number of invoices raised in a small circle.

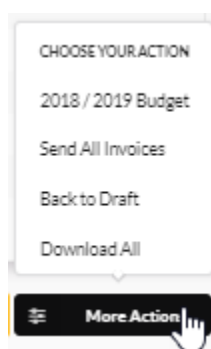


You have options here to view, download, or send the invoices.



The email icon will turn green when an invoice has been sent out to a leaseholder and will give you a date, time and the name of the user who sent it when you hover over it.

To send or download all of the invoices simply click 'More Actions' and you will have these options. You will be given the option to download all invoices, invoices based on email availability, or based on preference (which can be selected in the owner profile).

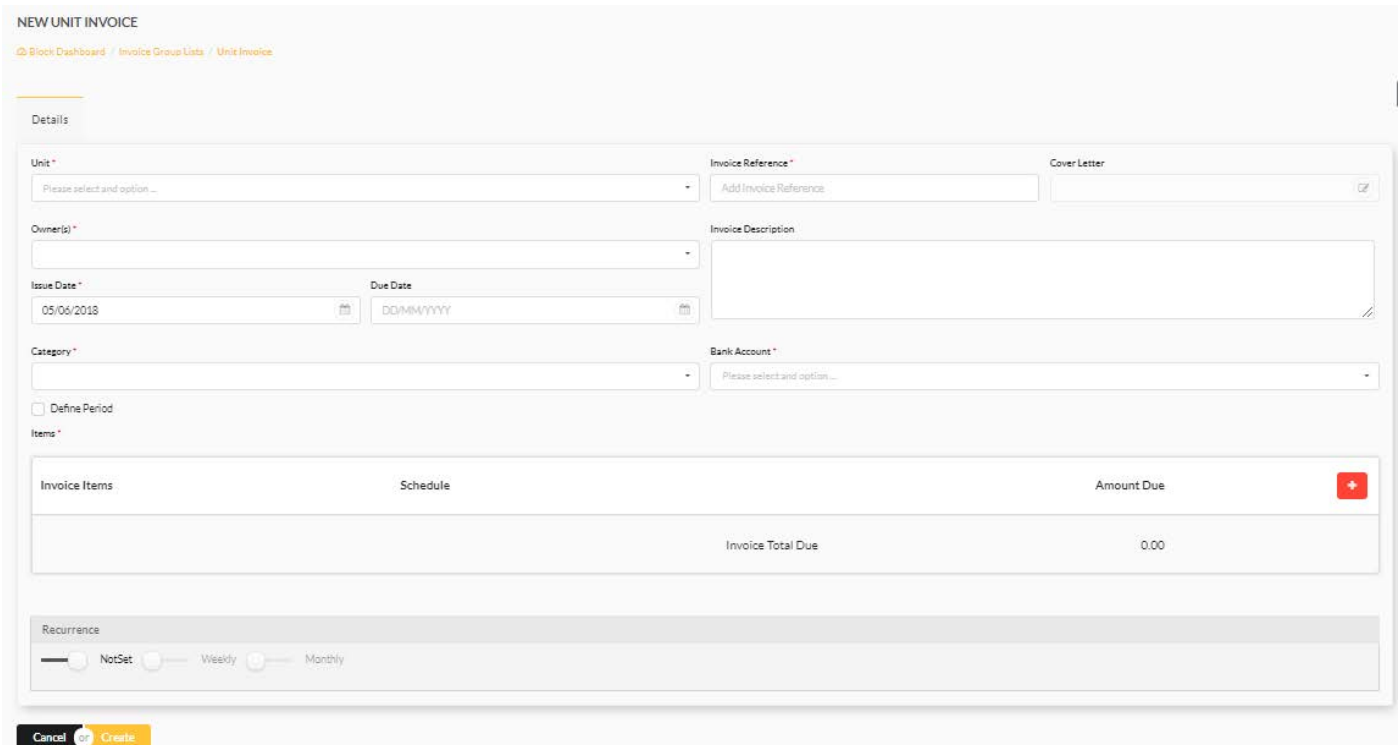


Step 7: Create a supplementary invoice/demand

You can raise an individual or group invoice/demand but navigating to 'Block' > 'Block Accounts' > 'Invoice Group'

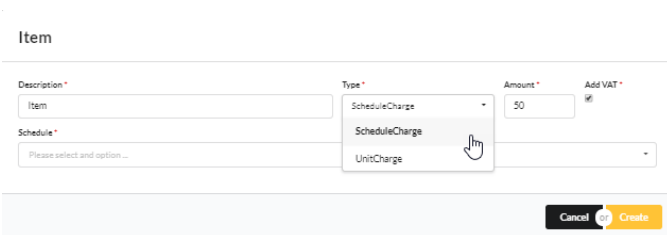
To create an invoice group is mostly the same as creating a budget without the frequency.

Creating a singular supplementary invoice/demand has a few different features outlines below:



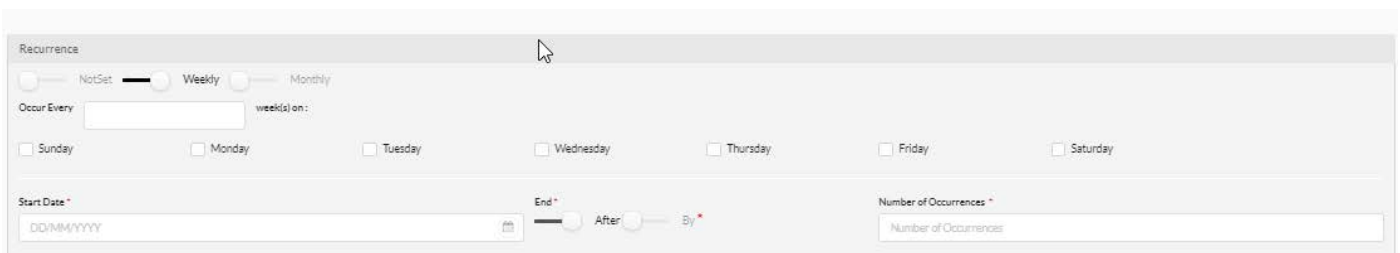
Here you will see that you must choose the unit and the owner (for the purpose of having a past owner). You may set a description for your own reference.

You must add items to the invoice rather than using a schedule.



Here you can choose whether the item is related to a schedule or just the unit. You can also add VAT.

Another new feature is the recurrence:





There are options for weekly and monthly but you can choose certain amounts of weeks/months too. For example, you can see an invoice to recur once every 3 months on the 1st of the month.

Once created this invoice will show in 'Accounts' > 'Invoices' under the 'Supplementary Invoices' tab as well as the unit statement for the relevant unit.

Step 8: Raising a maintenance invoice

Raising a maintenance invoice is almost exactly the same as a supplementary except that you need to select a supplier. You will find these in 'Block' > 'Maintenance' > 'Invoices'

You can also find all invoices for a supplier by navigating to 'Settings' > 'Agency Contacts' > 'Suppliers' and clicking the view icon next to the supplier you choose. Now you can open the 'invoices' menu and access all invoices for that supplier.

Step 9: Section 20

The section 20 feature on resident can be found by navigating to 'Block' > 'Maintenance' > 'Work Order List'. It is divided into 2 sections; The workflow and the instructed work.

The 'Workflow Status' tab allows you to manage both the approval process and keep track of the work process.

Here you can send out the notice of intention and the statement of estimates (recorded on the quotes tab) to the leaseholder and record all steps of the process.

WORKS ORDER

[Block Dashboard](#) / [Works Orders](#) / [Works Order](#)

Details

Workflow Status

Quotes

Work

...

Approval Process Log

Status

Date

Submitted By

New

05/06/2018

Katharine Edwards

S20 - Send Notice of Intention

or

Pending Approval

or

Approval Not Required

Work Process Log

Status

Date

Submitted By

New

05/06/2018

Katharine Edwards

Waiting for Quotes

Cancel

or

Update Works Order

More Actions

The 'Quotes' tab allows you to add quotes and request quotes from suppliers. All quotes recorded here will be included in the statement of estimates sent to the leaseholders.

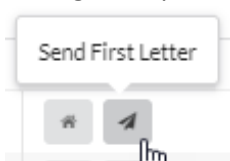
The 'Work' tab allows you to input the approved quote and email the supplier to start work.

Once this is complete an 'Invoice' tab will appear here so that you can easily create a maintenance invoice in relation to this work order.

Step 10: Arrears

The arrears page can be found in 'Block' > 'Block Accounts' > 'Arrears'. Here you will see a list of leaseholders and their arrears in the 'Pending' tab. These will move along the tabs as the arrears process escalates. The arrears process is down to yourself to customise to suit your own needs. By default, the arrears process is set up with 8 steps.

To begin the process, you must find the leaseholder you wish to send the first letter to and click the arrow:



Summary

Messages

Tasks

Notes

Files

Log

Debtor Details

Mr Keep & Mrs Smith (Flat 1)

Arrears Details

Category: Service Charge

Initial Amount : £ 1,060.00

Current Amount : £ 1,060.00

Steps

Step Name

Step 1 - First Letter

Due Date

19/06/2018

Correspondence St:

Contacted by En

Submitted By

Katharine Edwards

Submitted Date

05/06/2018

Actions

←

⬇

Cancel

or

Next Step

or

Settle

⋮

More Actions

Once you have begun the process you will have the options to download the letter, retract steps, email the next step and settle. You may also click 'More Actions' and delete the whole process if it was created by accident.



What on earth is a tag and how does that even work?

A tag is a code which references a certain piece of data on Resident and pulls it to display on the page. Here is an example:

We are sending out an email to all leaseholders regarding blocked drains. Mr Joe Bloggs is the leaseholder for Flat 10 and Mrs Jane Doe owns Flat 11.

*I have set up the message template for this email to begin with: **Dear ##LandlordSalutation##**,*

This is how the email shows up for Joe:

Dear Mr Bloggs,

This is how it shows for Jane:

Dear Mrs Doe,

Step 11: Mail Merge

The mail merge feature allows you to send dynamic letters out to leaseholders or simply to create these so that you can post them.

To create a template to start you out please navigate to 'Block' > 'Mail Merges' and click 'Create New Mail Merge'. The window which pops up will allow you to create a new template or select an existing.

When creating a new template, you will be shown what is called a 'Message Template'. This means you will be able to customise here what is written in the subject and body of the email sent out. We have 'tags' here which can be seen by clicking the 'Tags' button. These tags will pull the referenced data from Resident onto the email for each leaseholder. To add a tag simply click the tag you would like to add and it will auto-copy for you. Now simply paste it where you want it.

Once you have the email written you can attach your letter, change the margins and add a header or footer if you have one set up. Now click create.

Now that you have a template simply navigate back to create a new mail merge. This time you can select the audience and the template and click 'Create New Mail Merge'.

You will be able to select which leaseholders to create a mail merge for and click 'Preview' to see how the letter will show (the header and footer will not render on the preview but will show in the end result).

Now you can choose to 'Create' or 'Create and email'. Regardless of what you have chosen here you will be given an option to send all and download all after you have clicked.

Step 12: Reconciliation

Once everything is set up you can now begin to reconcile your bank transactions in a few ways.

- 1) Manually
- 2) Automatic
- 3) Online

Manually

Manually is rarely used as it means inputting transactions one by one manually. This method can be discussed if you would like and notes made here:

Automatic

Automatic is the most common reconciliation type for now. This type allows you to upload bank transactions onto Resident using CSV files downloaded from your bank.

Start by downloading the csv file and saving it onto your computer. Now navigate to 'Block' > 'Block Accounts' > 'Transactions'. Here click 'More Actions' and select 'Import Bank Statement'. Here you must select the account this is coming from, click the 'Choose File' button and select the bank file.

As with the Units & Owners and other imports you will get a preview but this one has a slight difference.

Bank Account *

Resident Software Block Account (default)

Select file *

Choose File

Import Bank Transactions

Go Back to Transactions Page

Date	Description	AmountCredit	AmountDebit	Import
None	Description	Credit	Debit	
Date	Flat 1	212.5		<input checked="" type="checkbox"/>
Amount	Roof		100	<input checked="" type="checkbox"/>
Description	Flat 2	200		<input checked="" type="checkbox"/>
AmountDebit	Flat 3	200		<input checked="" type="checkbox"/>
AmountCredit	Charge		15	<input checked="" type="checkbox"/>
06/12/2017	Pool rf	50		<input checked="" type="checkbox"/>

Since all banks have a different way of exporting statements there will be differing orders to the layout. The preview will give you the opportunity to make sure that the headings are correct for each column so that it uploads correctly. Take your time making sure that these are correct before you complete the import.

Once you have imported these you can go back to the 'transactions' page and they will be there.

To begin reconciling these click 'More Actions' and this time select 'Bank Reconciliation'.

Here you will see all transactions laid out on the left of the screen. On the right you will see the options you have for reconciliation. If the transaction is a credit then these options will refer to leaseholder invoices or credits and supplier refunds. If the transaction is a debit then the opposite will be true.

+ Assign Invoice Payment

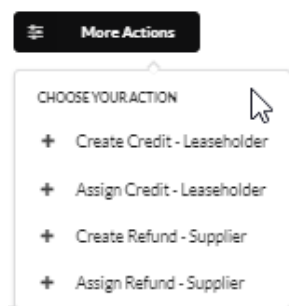
Click the blue 'Assign Invoice Payment' button to assign the transaction to an invoice. You will be able to choose the unit/supplier and how much you would like to assign exactly (up to the maximum of the transaction of course).

+ Add Ledger Item

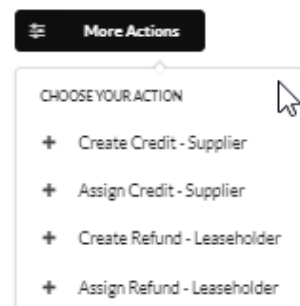
The Orange 'Add Ledger Item' will create a ledger item against a unit or the whole block. This best used for cases like bank charges etc. Here you will be able to choose a counter party (where the money came from), category, and schedule.

The 'More Actions' button will show two menus depending on whether the transaction is a debit or credit. See below:

Credit



Debit



The difference between 'Assign' and 'Create' depends on whether the refund/credit has already been manually added to the account. If it has then 'Assign' is the correct selection.

Once you have added a reconciliation type you can click 'Assign' and either click 'Save' or add another to the same transaction if there is still some funds left. You can add as many of these as you would like. They will simply stack like so:

Credit

Unit & Owners: Flat 7, Mrs Maria Curia (Owner)

Date: 7 Dec 2017

Description: New Payments 7

Amount: -90.8

Payment

Invoice: 324, Su-23-2 Mr Name S, Mrs Names, Su-22-22

Date: 7 Dec 2017

Description: New Payments 7

Amount: 49.2

Refund

Unit & Owners: A1, SU, 01, 01, 01, 01

Date: 7 Dec 2017

Description: New Payments 7

Amount: 700

Resident Ledger

Counter Party: 7

Description: LAGAR

Category: 0 Internal Transfers

Property: Flat 7

Schedule: LRS

Amount: 300

Bank Transaction Details (Credit)

Transaction Date: 07/12/2017

Description: New Payments 7

Transaction Amount: 900

Amount Unreconciled: 0.00

Online

Online is using Bank Feeds. This allows you to pull data directly from the bank.

A note about configuration templates:

Configuration templates are the basis of how the dynamic documents on Resident work. You will be set up with a default set of configuration templates from day one. This comprises of the default 'Document Templates' and the 'Message Templates'. These are the root files which are used to generate the documents you see being raised on Resident. The document templates deal with the attachments such as invoices, statements, and letters. These are all created and managed using word documents in web layout. They can be fully customised and use a script to pull data from Resident similar to the tags feature mentioned before.

The message templates deal with the email body and which document templates are attached to each email.

You can create multiple configuration templates for different situations/blocks but one usually suffices.