



SDM Newsletter – June 2023

Issue 2310

Welcome back to our next newsletter. Can you believe we are already half-way through 2023!

Since our last edition, Diane Monaghan joined SDM from May 1 as the new Sales & Professional Services Manager. Based in the UK, she has a wealth of experience in the residential property sector. Diane was responsible for embedding platform technology and digital tools to help streamline customers' processes, provide customers with a strong ROI and increase tenant satisfaction.

Fully committed to the Australian market, Diane looks forward to working together to create great relationships and ensuring each customer is getting the best from our technology. Diane can be contacted via email at diane.monaghan@sdmhousing.co.uk.

Training

Do you need refresher training? An SDM training consultant is available for your training needs, and we provide a variety of different types of training for our customers:

- Onsite Training
- Remote Training
- 1 on 1 Training

Contact sales@sdmhousing.com.au to discuss your training requirements. Don't forget you can use pre-days for training.

Review Days

Do you know SDM provides a Review Day service where a training consultant can do a system health check and provide your organisation with hints and tips on how to best use the software.

Contact sales@sdmhousing.com.au to book this service. You can use pre-days for review bookings.

A Module in the Spotlight

The Module Spotlight in this edition is on Maintenance Contracts.



The Maintenance Contracts Module allows users to monitor Contracts from within the Repairs & Maintenance module. Contracts can record information, and lists properties that are part of the contract. A diary system for the Contract ensures notes and documents on the Contract are kept in one place.

The Contracts Module has the ability to link Appliance/Cyclical/Stock Types to a Contract. At the same time, it allows the user to monitor actual costs and complete contracts in stages and assign invoice details.

If you would like further information or a demonstration, contact sales@sdmhousing.com.au

Tips and Tricks

Have you noticed the footing details at the bottom of the *Rent Postings - Split Report*? We have totalled the postings to the Tenant Account (Rent), Memo Account and Tenant and Memo Accounts. What does the latter mean?

SDM DEMO		Rent Postings - Split Report				03/07/2023 09:39:44 Page 1	
User Name: SDM							
Batch Number: A00253 splitter test		Date: 5/04/2021		Value	85.00	Form Type: 13 Centrepay	
Tenant	Narrative	Amount	Memo Code	Amount	Exclude from Tenant A/C		
20157	Mr Bugs Bunny	85.00	Rent Amount	37.50	No		
			01 Water Usage	5.00	No ***		
			Balance to Tenant Account	42.50			
				Split Total	85.00		
Total Posted to Tenant Account		85.00	Batch Total		85.00	Split Total	
Total Posted to Memo Account		5.00					
Total Posted to Tenant and Memo Accounts		5.00 *****					

If there is a value here this means that the user has deselected the default 'Exclude from Tenant A/C' in the split template. The result is an extra payment to the tenant rent account. To locate the tenants which have been affected, there will be a No in the column Exclude from Tenant A/C where it should say Yes. Solution – correct the split template and manually adjust the tenant account.

Note – in the latest version, the footer will advise the user to *****Check Memo Splitter***** and the Exclude from Tenant A/C will be denoted with asterisks.

Module Reviews

Phase 2 of the Repairs & Maintenance module is now available. Further details will be released in a subsequent newsletter.

The next module review is SMS. The SMS enhancements are currently in development and/or final stages of testing. Expected release to be July/August.

If you would like to know more, please contact sales@sdmhousing.com.au

After hours support

If your organisation runs DP/EOP/Rent Debit processes after-hours, the UK Helpdesk is available for critical SDM support from Monday – Friday nights (Aus time and excluding UK public holidays). Please include all relevant details in the email in the first instance and provide a contact number.

The UK may be emailed at helpdesk@sdmhousing.co.uk

Newsletter Contacts

Do we have the correct contacts from your organisation who should be receiving our newsletters? Please email sales@sdmhousing.com.au to check and update our mailing list.

SDM HOUSING SOFTWARE

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