



## SDM Newsletter – Sept 2023

Issue 2314

Welcome back to our next newsletter.

SDM has been working steadfastly in putting together the next Roadmap. We know some customers have been asking but all will be revealed in due course.

### Special Interest Group (SIG) development

We understand that 8-week paid enhancements can be expensive for an organisation to bear the costs alone. Why not share the costs if you know it would benefit other organisations and form a SIG. Your SDM consultant will always make you aware if there are other customers, including in the UK, who have asked for similar development and could possibly join your SIG.

If you would like further information, contact [sales@sdmhousing.com.au](mailto:sales@sdmhousing.com.au)

### A Module in the Spotlight

The Module Spotlight in this edition is on Arrears Management.



The Arrears Management module is designed to allow Tenancy Officers to automate arrears procedures by creating a staged arrears escalation process for monitoring.

Arrears actions can be linked to letters and Tribunal notifications. Arrears Management will also review that payment arrangements that have been made and whether these are being adhered to.

The process can be updated manually at any time or automatically at End of Period.

If you would like further information or a demonstration, contact [sales@sdmhousing.com.au](mailto:sales@sdmhousing.com.au)

### Update from Development Team

Workflow Phase 1 is in the final stages of testing. Expected release is October. This will be available to all customers at no additional charge.

The SMS module review enhancements are in the final stages of testing and is expected to be released in October. Further details will be released in a subsequent newsletter.

Order Integration and Polling module review is currently in development. Release date TBA.

If you would like to know more, please contact [sales@sdmhousing.com.au](mailto:sales@sdmhousing.com.au)

## Tips and Tricks

Did you know that Tenant and Property File Maintenance can be accessed from the top menu and from the options on bottom of screen **1**.

Tagging or Filtering tenants from the front-end browse will allow users to use the shortcut options at bottom of screen.

File File Maintenance **1** Inquiries Procedures Reports Invoicing Texting Service Rent Calculator Utilities Inquisitor Help Remote Support Exit

Tenants Selection

Tenant File Filtering

Tenant Range Filter Clear Range Filter 5 tagged records Query Filter Clear Query Filter

Property Code (F5) Tenant Number (F6) Address (F7) Search Name (F8) Post Code (F9) Asc Bal (F10) Des Bal (F11) Search Household Members

Tenant No.	Ind.	Tenant Name	Prop. Code	Address	Search Name	Man. Area	Man. Code	Cont. Grp	Post Code	Balance	Set
20000		Mr John Wayne & Mrs Jane Way	J010032000	32 Jamieson Street, GRANVILLE, NSW 2142	Wayne	GW2	MC01	4110	2142	3471.72	X
20002		Ms Sheryl Crow	M020448000	448 Mary Street, POINT PIPER, NSW 2322	Crow	CS1	MC05	3050	2322	9416.48	X
20007		Mr Sherlock Holmes & Mrs Eleanor	M010128000	128 Malton Road, EPPING, NSW 2122	Holmes	CS4	MC05	5010	2122	9584.48	X
20011		Ms Ingrid Bergman	M020078001	01/ 78 Mary Street, POINT PIPER, NSW 2322	Bergman	CS1	MC01	3050	2322	9783.48	X
20012		Ms Joanne Rowling	M010072000	72 Malton Road, EPPING, NSW 2122	Rowling	CS4	MC05	4110	2122	11451.46	X
20014		Ms Lois Lane	C020420000	420 Old Canterbury Road, LEWISHAM, NSW	Lane	CS6	MC02	3050		3332.88	X
20017		Ms Susan Sarandon	M020078007	07/ 78 Mary Street, POINT PIPER, NSW 2322	Sarandon	CS1	MC01	3050	2322	-1256.87	X
20018		Mr Leonardo da Vinci	M020002000	12 Mary Street, POINT PIPER, NSW 2322	da Vinci	CS1	MC05	3050	2322	3214.47	X
20019		Ms Sandra Bullock	M020078009	09/ 78 Mary Street, POINT PIPER, NSW 2322	Bullock	CS1	MC01	3050	2322	2085.16	X
20021		Mr Bradley Cooper	M030008001	1/ 8 Midson Road, EASTWOOD, NSW 2322	Cooper	CS4	MC05	5010	2322	9821.87	X
20022		Mr Alec Baldwin & Ms Kim Bassin	T010123000	123 The Avenue, GRANVILLE, NSW 2142	Baldwin	GW1	MC04	4010	2142	9669.99	X
20023		Mr Rowan Atkinson	T010121005	121 The Avenue, GRANVILLE, NSW 2142	Atkinson	GW1	MC05	3050	2142	7997.59	X
20024		Ms Scarlett O'Hara	S010400000	400 Elizabeth Street, SURRY HILLS, NSW 2011	O'Hara	CS1	MC01	3050	2010	1434.09	X
20025		Ms Scarlett O'Hara	M020078003	08/ 78 Mary Street, POINT PIPER, NSW 2322	O'Hara	CS1	MC01	3050	2322	245.79	X
20026		Mr Clark Kent	J010032002	255 Jamieson Street, GRANVILLE, NSW 2142	Kent	GW1	MC05	3050	2142	6635.53	X
20027		Ms Cyndi Lauper	S0100170R2	Rm2/17 Smith Street, SUMMERS HILL, NSW	Lauper	CS6	MC02	1010	2130	6714.20	X
20028		Ms Ava Green	P020311000	311 Pitt Street, SYDNEY, NSW 2000	Green	CS1	MC03	3050	2000	1325.00	X
20029		Mr Adam Levine	M010134000	134 Malton Road, EPPING, NSW 2122	Levine	CS4	MC05	4010	2122	9466.99	X
20031		Mr Giuseppe Pinocchio	E010410000	410 Elizabeth Street, SURRY HILLS, NSW 2011	Pinocchio	CS1	MC03	2010	2010	5745.79	X
20032		Ms Meg Ryan	E010412000	412 Elizabeth Street, SURRY HILLS, NSW 2011	Ryan	CS1	MC03	2010	2010	9790.44	X

Tenant File Property File **1**

Enquiries and Account Management Tenant File Maintenance Accounts and Diary

View Tenant Record Arrears Actions Arrears Management Insert Change Delete View Tenant Account Tenant Diary Property Diary

Account Reports Letters Statements and Labels Diary Reports History Reports Exports and User Defined

## SDM HOUSING SOFTWARE

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