

A guide to using the Online Property Management System at the University of York

This guide is intended to help landlords find their way around the online property management system and includes a step-by-step guide for adding properties and creating adverts. You may want to print these pages for reference.

New Landlords (*who HAVE NOT advertised with us before*)

Have a look around the web pages by using the **navigation buttons** under 'Landlords', to find out what is involved. Then, if you wish to proceed, submit an application to register by clicking on 'How to Register'.

Once your application has been approved, you will be sent a username and password by email which allows you to log in to the landlord property management system to set up your property details and advertise online.

Any landlord who does not want to use the online system may request to use a paper form. Please contact Accommodation Services to request an application pack.

Landlords (*who HAVE advertised with us before*)

If you have not registered before now, or if your registration has expired, follow the instructions for new landlords above. If you can't remember your unique reference number, user name or password, contact Accommodation Services via email at accommodation@york.ac.uk or telephone on 01904 322165.

Once you are registered

You can add new properties, update existing adverts, make changes to your advertisements during the year and upload photographs.

If you have not already done so you should also send us up-to-date copies of all required safety certificates. Please post copies of your certificates to Accommodation Services, Information Centre, Market Square, Heslington, York YO10 5DD, or email as an attachment to accommodation@york.ac.uk or fax to 01904 324030. **No advert will go live unless Accommodation Services hold up to date copies of the certificates for the property.**

The Accommodation Office needs to carry out certain checks on your advert before it can go live and approve any subsequent changes made to the advert once it is live. These include; the expiry dates of certificates, compliance with the Code of Practice, standards in the Standard and Security section, additional information in any free text boxes and the contents of photographs.

If you have any queries or need any help to set up your advertisement we will be happy to assist.

Step by step guide

Once you have registered and have access to your properties online, you need to complete/fill in the details on each of the **menu buttons** that you see on the left hand side of the screen. After you have made any changes, remember to click on the 'update' or 'save' button shown on each of the sections below. The first one is...

Property Address - Complete or amend the address details of your property here.

Basic Property Details - Amend /Complete property details here. *Please state the **total number of bedrooms** in the property here, not just any vacant bedrooms.*

Facilities – Several points to watch here

- *Parking* - You can write more in this box than yes or no e.g. off road parking for 2 cars, on road parking only.
- *Bus Routes* - You can write more in this box than yes or no e.g. details of the bus routes.
- *Website address* - You can put in a website address here if you have one and it will appear as a web link on the advert. Otherwise leave blank.
- *Further Information on the property* - Use this box to write any extra information that you would like a potential tenant to know about.

Standards and Security - If you cannot answer YES to any of the statements marked with an asterisk, your property does not comply with our Code of Practice and we are therefore unable to advertise it.

Rent & Deposit details - The first section shows the letting details for the current year or the last year you advertised your property on our system. You can change any details on this as required. If you wish to copy the details forward to the next year- click COPY TO NEW LETTING YEAR. This automatically completes the next section. You can then edit details that are changing e.g. rent level, to and from dates.

Property rent - If you put in a monthly figure, the system will automatically work out the equivalent weekly rent for display on the advert.

If you wish to say how the rent is to be paid e.g. termly in advance- please go back and write this in the further information box in the FACILITIES section.

Deposit Protection Scheme - You must choose one of these schemes unless you state the deposit amount is £0.

Safety Certificate Details - Please remember to send in copies of all required safety certificates to the Accommodation Services office as you can't make any changes in this section. You can however, still view this information to see when your property's certificates are due to expire.

Your advert will cease to be live if the certificates for the property are out of date.

Photos for Property - You can upload as many photos as you wish. Click on upload and use the browse button to locate your photograph. You can upload 4 on this screen. If you wish to upload more than 4 simply just repeat this process.

Each photo must be no more than 50KB and in .jpeg format. They can be resized using standard software for example; the 'stretch/skew' function in Paint.

No faces or identifiable people are permitted. Photographs that contain identifiable personal effects are also not permitted.

Once uploaded, photos are approved for use by the Accommodation Office before the advert goes live. You will be sent an email if your photograph is unsuitable or inappropriate.

Advert Setup – Enter all dates in the format DD/MM/YYYY

- Enter the date that your property is *available from* (to move into).
- Enter the date that you wish to *advertise from* and the date you want to *advertise to*.
- Use the *Available bedrooms* box on the right **to indicate how many rooms are currently available**.

How to 'Stop' your advert once you have let the property - You can 'stop' your advert once your property is let by selecting 'Yes' from the 'Advert stopped?' drop down box. *This will ensure that potential tenants no longer see your advert and will stop you getting further enquiries.* Please do this promptly in order that students can have confidence that the list is up-to-date

View adverts for this property - This is the advert as the student will see it on a search results page. Click on further details to see all the photographs and more information on the property.

Add a new property - Use this section to register a new property that has not been advertised before. As you complete each webpage, click on SAVE/UPDATE and the software will automatically take you through each relevant page of the property registration process.

Your Details - If you change your postal address, email address or contact details, please amend this section. If you wish to change whether or not we publish a particular contact number or email address, you can do this here.

View Current Adverts for this property – This will show you if you if your property is **live and being advertised right now**. If you can't see your advert here, the students can't see it. Bear in mind that in January, all adverts are temporarily disabled and they only go live from 1st Feb.

View Adverts for this property – This is mainly used in January to check your advert looks OK, when you can't see it live. (See the paragraph above).

If you wish to make any changes, return to the relevant section and this will in turn, update the advert. Note: When you are viewing the advert, you can't make any changes – Make changes by clicking on the relevant buttons as described above. This can be done at any time. Please remember that some changes are approved by the Accommodation Office before the live version of the advert is amended, so there will be a short delay before the changes take effect.

Change your Password – Use this, if you wish to change your password to something more memorable. If you have forgotten your password – Please email accommodation@york.ac.uk or telephone 01904 322165 and we will send you a new one.