

The Landlord Portal Online Access Handbook



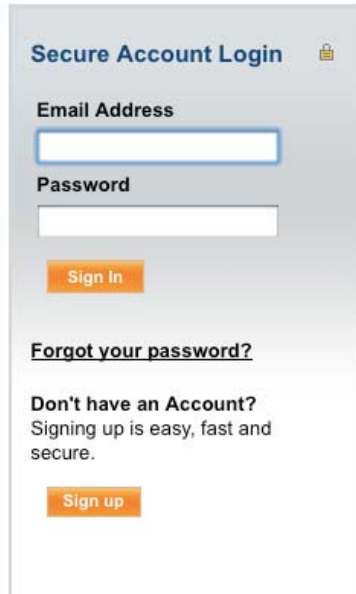
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Online Access: The Landlord Portal

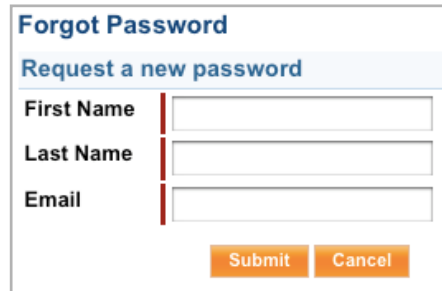
Access real-time information regarding your rental properties online from our landlord portal. This convenient service allows you to view your statements online, communicate with the Hoffman Realty and much more.

Logging into the Landlord Portal



The image shows a 'Secure Account Login' form. It has a title 'Secure Account Login' with a lock icon. Below the title are two input fields: 'Email Address' and 'Password'. There is an orange 'Sign In' button below the password field. Below the sign in button is a link for 'Forgot your password?'. At the bottom, there is a section for 'Don't have an Account?' with the text 'Signing up is easy, fast and secure.' and an orange 'Sign up' button.

You will receive an email from the Hoffman Realty that includes instructions for how to log into your landlord portal. If you have not received a username and password, contact your property manager for this information.



The image shows a 'Forgot Password' form. It has a title 'Forgot Password' and a subtitle 'Request a new password'. Below the subtitle are three input fields: 'First Name', 'Last Name', and 'Email'. There are two orange buttons at the bottom: 'Submit' and 'Cancel'.

In the event that you have lost or forgotten your password, it can be retrieved from the login page by clicking the Forgot Your Password link. You will need to then enter the email address that your Hoffman Realty has on file to retrieve the password associate with the account. If the email you have entered matches the one on file, your password will be emailed to you.

My Account Page

This is the initial screen of the landlord portal summary screen that displays important alerts for unpaid bills and work orders that require approval. From this My Account page you can:

- View Alerts for Unpaid Bills and Work Orders that request an approval
- Update your contact information
- Add a payment profile to your account for electronic debits and credits
- Change your login information
- Communicate with Hoffman Realty using the conversations feature

My Account	Statements	Reports	Bills	Maintenance	Documents
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Welcome Matthew Alberts

My Alerts

You Have **2** Unpaid Bill(s)
 You Have **6** Work Order(s) Pending Approval

My Contact Information [View Detail](#) [Edit](#)

Home Phone	866-793-6763
Work Phone	866-793-6763
Mobile Phone	866-793-6763
Email	asilverthorne@propertyware.com

Conversations [New Conversation](#)

Sina Shekou 3/17/09 7:45:27 AM	How does your statement look? Does it look correct this month?	1 Comment(s)
Sina Shekou 1/11/09 12:4:13 AM	I love this service!!!! Thank you! We love you too.	2 Comment(s)
Mrs. Margaret Ellis 1/10/09 11:57:19 PM	Work Order #10 they finally got it done thanks	3 Comment(s)
Mrs. Margaret Ellis 9/10/08 9:26:19 AM	Work Order #2 Thank you for taking care of this!	3 Comment(s)

Updating Contact Info and Password in the Landlord Portal

You can update your contact information and change your password by following these steps:

1. From the My Account page, click the View Detail link that appears on the right side of the screen on the My Contact Information section.
2. The ensuing page displays the same information that appears on the owner contact record in Hoffman Realty's account. You can update this information by clicking the Edit button.
3. Click the Change Email and Password button
4. Your email address is your username for logging into your account. You can update from this screen.
5. Enter your existing password in the Current Password field. To create a new password, enter it in both the New Password and Confirm New Password fields. Click the Save button to submit your changes.

Home > Edit Email and Password

[Save](#) [Cancel](#)

Email and Password

Email	<input type="text" value="sina@propertyware.com"/>
Current Password	<input type="password" value="*****"/>
New Password	<input type="password" value="*****"/>
Confirm New Password	<input type="password" value="*****"/>

[Save](#) [Cancel](#)

Once you have saved your changes you will be returned to the View Contact Info screen.

Conversations in the Landlord Portal

Your landlord portal includes a convenient feature that allows you to view conversations related to the management of your rentals. The conversations feature of the landlord portal provide you with a central location to communicate with Hoffman Realty, without the headaches of lost or slow responding emails. The Conversations section of the landlord portal displays:

- Conversations between Hoffman Realty and tenants
- Conversations directly with Hoffman Realty

Conversations		New Conversation
Sina Shekou 3/17/09 7:45:27 AM	How does your statement look? Does it look correct this month?	1 Comment(s)
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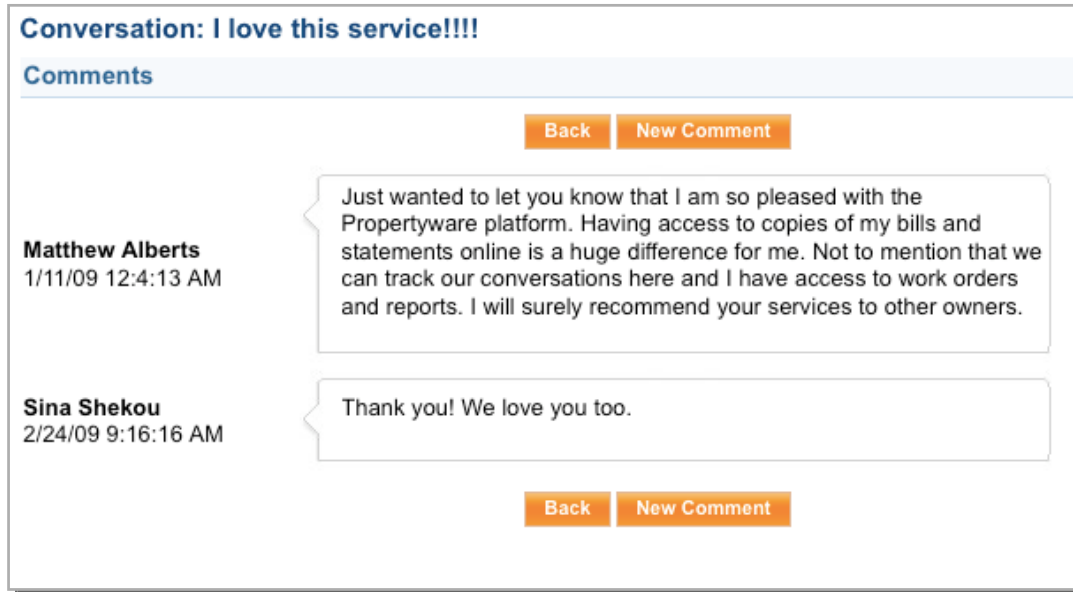
The table above displays only active conversations. The column on the left displays the last person to make a comment (yourself, property manager or the tenant) and the date/time it was posted.

Conversations between your property manager and the tenant are in Read Only mode. This means you can view the conversation as it happens, but cannot participate. Alternatively, you can actively participate in conversations between yourself and the property manager.

To start a new conversation

1. Click the New Conversation link
2. Enter a subject and description for the conversation

3. Click the Save button
4. Click the New Comment button to add a comment to the conversation
5. Click the Back button to return to the list of conversations



To view the detail of any conversation:

1. Click the link which is the subject of the conversation
2. The resulting page displays the threaded comments in the conversation
3. Click the New Comment button to add a comment to the conversation
4. Click the Back button to return to the list of conversations

Anytime a conversation has been created or updated with a new comment, the participants will be notified immediately with an email.

Viewing Owner Statements

The Statements section of the Landlord Portal allows you to:

- View Owner Statements you have Published to the Landlord Portal
- View Owner Draws and Contributions
- Pay Outstanding Balances Electronically*

*Requires you to configure an electronic payment method

Viewing Published Owner Statements

Your statements are made available for you to view anytime online from anywhere, anytime. To view your statements:

1. Click the Statements Tab.
2. Any published statements will appear in the Statements Table at the top of the page.
3. To view the Owner Statement, click the View option from the Actions dropdown menu
4. The Owner Statement will appear in a separate window as an Adobe PDF document.

If your computer does not have Adobe Acrobat installed, you will need to download it from:
<http://get.adobe.com/reader/>

Saving the Planet, One Owner Statement at a Time.

The climate crisis is on all our minds these days. The risk of increasing global warming and the effects on the world we leave behind for future generations is enough motivation for individuals and businesses to change their behaviors to save the planet. We are doing our part by reducing our carbon footprint by making your owners statements available online.

Did you know that the average property manager uses 10,000 sheets of paper per year? Moreover, less than 10% of the over 12 million tons of paper used in the US each year is recycled.

We are the leaders in a pivotal generation that stands at the fulcrum of reversing a terrible trend. By electing to view your owner statement online and leveraging our electronic payment services, you are making a contribution to reducing unnecessary paper usage and doing your part to save our cherished planet.

Love Star Properties
 575 Marcol Street
 Dallas, TX 75201
 (416) 498-2430

Jill Alberta
 111 Main Street
 Dallas, TX 75218

OWNER STATEMENT
 03/01/2009 - 02/28/2009

Portfolio Summary

Previous Balance		\$	748.00
Income			
General		\$	36.30
General		\$	1,236.77
		Total Income	\$ 1,273.07
Expenses			
General		\$	600.00
General		\$	329.08
		Total Expenses	\$ 929.08
Owner Contributions		\$	0.00
Owner Draws		\$	1,481.58
Ending Balance		\$	263.59
Portfolio Minimum		\$	50.00
Due To Owner		\$	0.00

This section summarizes the income and expenses during the statement period detailed by each building. The **General** category reflects any transactions not associated with a particular property.

Portfolio Minimum
 This is your Owner's Reserve

General Income And Expenses

Income							
Type	Description	Comments	Date	Ref No			
Application Fee	Application Fee	Transfer Application Fee 5/08	03/03/2009	1411		\$	76.00
						Total Income	\$ 76.00

Expenses							
Type	Description	Comments	Date	Ref No			
Recruit	AAA P Listing		02/24/2009			\$	600.00
						Total Expense	\$ 600.00

Owner Contributions							
Type	Description			Ref No			
Owner Draw							
						Total Owner Contributions	\$ 0.00

The detail of the general income and expense not associated with a property. This includes any owner draws or contributions.

Summary of all payments made to owners of the portfolio with payment ref #

Owner Dispay							
Type	Description	Comments	Date	Ref No			
Money Paid To Owner	Jill Albertz	Owner Draw 02/26/2008	02/26/2008	114	\$	1,434.14	
Money Paid To Owner	Jill Albertz	Owner Draw 02/26/2008	02/26/2008	115	\$	270.35	
Money Paid To Owner	Matthew Albertz	Owner Draw 02/26/2008	02/26/2008	116	\$	1,434.48	
Money Paid To Owner	Matthew Albertz	Owner Draw 02/26/2008	02/26/2008	119	\$	270.35	
					Total Owner Draws	\$	3,409.32

Detail of building income and expenses

Income And Expenses: Grandview							
Income							
Type	Description	Comments	Date	Ref No			
Fee:	APT N P rt, M		02/05/2008	2809	\$	1,076.77	
Fee:	APT,ChD@rt, A		02/10/2008	587	\$	1,100.00	
Fee:	APT N P rt, M	SPC TRF applied in charge	02/15/2008		\$	1.23	
Fee:	APT N P rt, M	SPC TRF applied in charge	02/15/2008		\$	1,076.77	
					Total Income	\$	3,254.77

Example of the management fee bill

Expenses							
Type	Description	Comments	Date	Ref No			
Management Fee	Lowstar Property Management		02/26/2008		\$	225.00	
					Total Expense	\$	225.00
					Net Income	\$	3,029.77

List of all outstanding unpaid bills

Unpaid Bills						
Vendor	Location	Comments	Ref No	Amount	Paid Amount	Due
AAA Pl, Inc-y	41 RPTS GRANVIEW APT C		1701	\$62.00	\$0.00	\$62.00
City Light, Inc	41 RPTS GRANVIEW APT A			\$63.00	\$0.00	\$63.00
				\$125.00	\$0.00	\$125.00

Viewing Published Reports

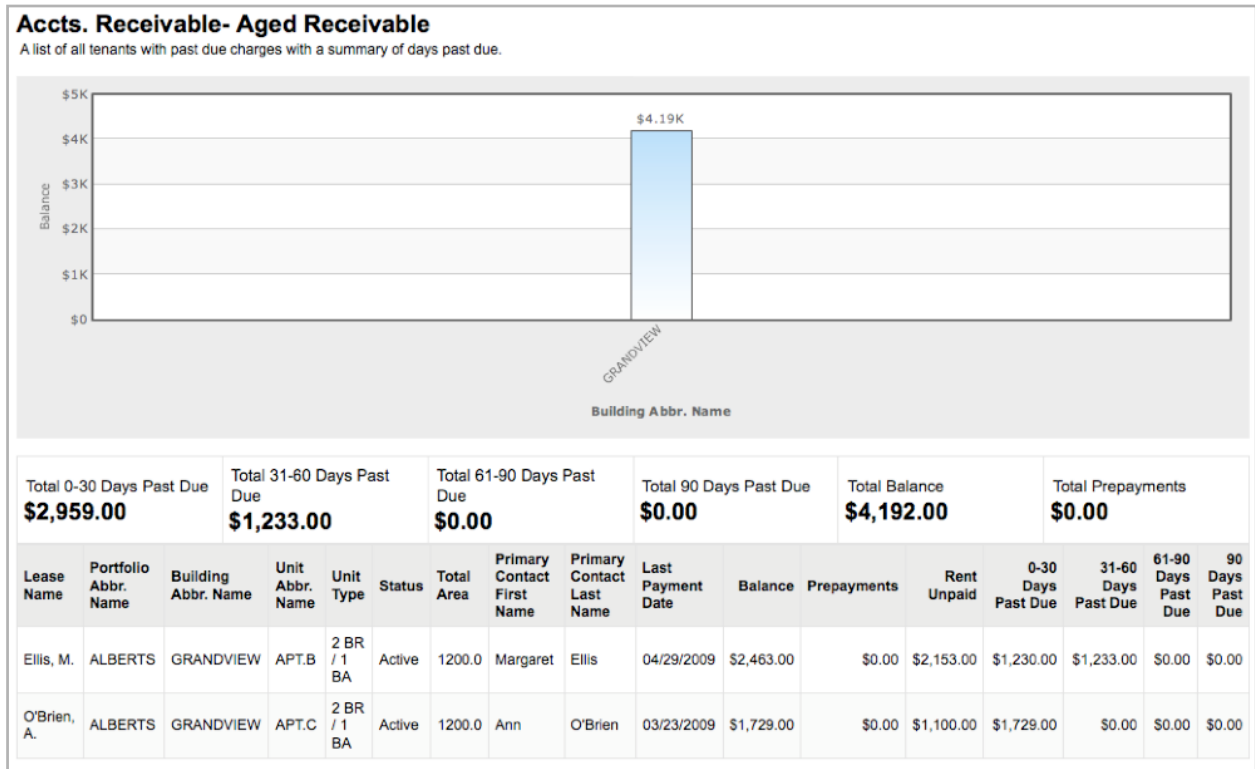
Hoffman Realty can give you real-time access to a variety of reports that can keep you in the loop regarding the management of your rental properties. All published reports will appear in the Reports tab of the landlord portal where you can run them at your convenience.

Viewing Reports

To view a report that Hoffman Realty has shared with you:

1. Click the Reports tab in the Landlord Portal
2. Locate the appropriate report in the Reports table
3. Select the View option from the dropdown menu that appears in the Action column
4. This will open a new window where the shared report will appear

Example of a Shared Report



Viewing Your Bills

You now have real-time access to all the bills and bill payments that have been recorded towards your rental properties. These bills include a breakdown of the expense line items.

Viewing Bills

To view a list of all the bills applied towards your account:

1. Click the Bills tab in the Landlord Portal
2. Search for your bills by using the date filter at the top of the My Bills table. By default, this filter is set to This Month and All Paid and Unpaid Bills
3. The filter at the bottom of this table allows you to increase/decrease the number of items shown and scroll between the various pages
4. The table below displays a list of your bills and a brief summary of each individual bill
5. To view the detail of any bill, select the View option from the dropdown menu that appears in the Action column
6. The resulting page will display the details of the selected bill

Bill Detail				
Vendor	AAA Plumbing			
Ref No.	122			
Bill Date	09/09/2008			
Due Date	09/15/2008			
Terms	NET 30			
Description				

Basic details of the bill including the name of the vendor and descriptions

Bill Splits reflect how the vendor's invoices were itemized with comments

Bill Splits				
Portfolio/Building	Unit	Account	Comments	Amount
ALBERTS / GRANDVIEW		CLEANM - Cleaning and Maint...	Plumbing issues with Grandview bldg	\$1,200.00
				\$1,200.00

Payment information for the bill

Payments			
Date	Paid From	Payment Method	Amount
10/08/2008	1000 - Owners Trust Accou...	Check(113)	\$1,700.00

Documents that may be attached to the bill that have been shared

Documents			
Filename	File Type	File Size	Action
invoice.pdf	Acrobat		View

Viewing Your Work Orders

We give you instant access to all the service requests submitted by tenants occupying your rentals, as well as those work orders created directly by Hoffman Realty. You also have the option to approve or reject work orders from the Maintenance section of the Landlord Portal.

Viewing Work Orders

To view a list of all work orders:

1. Click the Maintenance tab in the Landlord Portal
2. The ensuing page lists all work orders created for your rentals. Use the dropdown menus at the top of the My Work Orders table to filter the list by open/closed work orders and those items that require your approval.
3. The filter at the bottom of this table allows you to increase/decrease the number of items shown and scroll between the various pages
4. The table below displays a list of your work orders
5. To view the detail of any work order, select the View option from the dropdown menu that appears in the Action column
6. The resulting page will display the details of the selected work order

Approving/Rejecting Work Orders

Work orders can be approved/rejected from the My Work Orders list by selected the appropriate option from the Action column dropdown menu. Alternatively, you can approve or reject a work order by following these steps:

1. Click the Maintenance tab in the Landlord portal
2. The ensuing page lists all work orders created for your rentals. Use the dropdown menus at the top of the My Work Orders table to filter the list by open work orders and those items that require your approval.
3. The table below displays a list of your work orders that require approval
4. Locate the appropriate work order and select the View option from the dropdown menu that appears in the Action column
5. The resulting page will display the details of the selected work order
6. The top of the page will offer you the option to approve/reject the work order and enter a comment
7. Click the Save button when you have finished

Maintenance > WO# 5

Approve

Comments

Work Order Detail

Status: Open
 Location: ALBERTS | GRANDVIEW
 Description: Winterize the roof with another coat of all weather sealer.
 Specific Location In Unit: Roof
 Preferred Time to Enter:
 Date Created: 09/23/2008
 Start Date: 09/25/2008
 Completed Date:
 Estimated / Actual Cost: \$4,200.00 / \$0.00
 Required Materials:
 Managed By: Adam Silverthorne
 Project Completion %: 0.0 %

Work Order Documents

Filename	File Type
Work Order- Classic Propertyware Style (w/ full address)	Acro...
toilet.jpg	Im...

Building Detail

Building Name/Number: Grandview
 Building Abbreviation: GRANDVIEW
 Building Address: 444 Jefferson St Dallas, TX 75219
 County:
 Building Type: Apartment
 Building Category: Residential
 Parcel Number:
 Total Area: 6,000.00 Sq Ft
 Number of Floors: 2
 fireplace:
 Lockbox Code: 531365
 Sprinkler Blowout: No

Building Documents

Filename	File Type	File Size	Created	Action
Statement.doc	Word Document	38k	12/1/...	

Comments

Mrs. Margaret Ellis
9/10/08 9:26:19 AM
Might be a good idea to come sooner than later. I think the water might be damaging the baseboard.

Sina Shekou
9/10/08 4:3:19 PM
Okay, we will head over today

Mrs. Margaret Ellis
4/20/09 4:21:34 PM
Thank you for taking care of this!

Work Orders requiring approval has this option at the top of the screen. Select the appropriate option and add a comment. This will be shared with the property manager and they will be notified via alert.

A description of the work order details including an estimated cost (if available) as outlined by the property manager vs. the actual cost, which is the sum of all actual bills.

All shared documents attached to the work order. Click to download and view online.

Details for the primary location for which the work order is attached.

Shared documents attached to the building

READ-ONLY view of the conversation between property manager and the tenant as it relates to the work order

Viewing Shared Documents

Hoffman Realty can give you real-time access to important documents regarding your rental properties and tenants.

Viewing Shared Documents

To view the documents that your property manager has shared with you:

1. Click the Documents tab in the Landlord portal
2. Locate the appropriate document in the Documents table
3. Click the name of the document to view
4. This will open a new window where the shared document will appear