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Features & Technical Specification

Technical

- Real-time web-based software
- Secure connections and authentication
- Accessible anywhere in the world via Internet connection

Valuations

This area will allow you to:

- Record the client instructions to market their property
- Assign the client to a branch
- Record the client contact information and contact method e.g. via SMS, MMS (picture messages), email or post
- Assignment of a web portfolio area – Allowing access to activity reports including mail-outs, web hits, email and SMS figures (this section is automatically transferred to the Property Management Area below).
- Record brief property information e.g. area, district, type of property and special features
- Diarise the valuation appointment
- Record the actual valuation details once the valuation has physically taken place
- Obtain statistics and market information and record whether the instruction was won or lost and reason why
- Link to valuation letters
- Record of all history relating to the valuation of call communications and notes e.g. letters sent, phone conversations, notes etc
- Ability to transfer the property to the live property file once an instruction has been successful
- Search valuation or browse all valuations - this can be negotiator filtered, branch filtered or display all reports
- Reports

Property Management

This area will allow you to:

- Update a property that has been transferred after a successful instruction with:
    - Terms and conditions including fees agreed linked to letter production which is recorded in the history file
    - Board control instructing the erection for FOR SALE or TO LET boards
    - Key control in the event the property is vacant and key is in your possession
    - Record of viewing instructions
    - Record of the vendor solicitor if known at this time which will be need when a successful sale takes place in order for the system to instruct all relevant parties
    - Add the property description which we have defaulted to these areas – all areas can be spell checked by the click of a button
        - General Description
        - Directions

  - Situation and Description
  - The Property
  - Services
  - Special Notes
  - Outside

- Add property features (these are bullet point features)
- Add all property rooms including

  - Description of the room
  - Room dimensions
  - The ability to assign the relevant room picture from the property picture Library

  - **Mobile Agent**

    Alternatively you can import all the room descriptions from your mobile agent if you use this equipment and the rooms, there descriptions and dimensions will be automatically added to the system plus the floor plan that will have completed on the mobile agent. For more information on mobile agent please see http://www.themobileagent.com

- Add images of the property and its accommodation (unlimited)
- Upload Virtual Tours – IPX images and Ehouse images or alternative provider
- Upload Floor-plans – File formats supports are WMF, JPG, PNG
- Link 3D Walkthroughs
- Upload Maps – Street Map, Town Map & Detailed Property Location Map
- Digital Image Slide Show
- Match property against the applicant register
- Send property particulars out to those applicants matched via preferred communication method e.g. email, post, SMS or MMS
- Property history recording all communications and actions that have taken place regarding the property these include:

  - Letters sent
  - Viewing taken place
  - Comments from applicants
  - Communications with vendor
  - Instructions from the vendor e.g. changes to property particulars
  - Price changes
  - Offers made etc

- Organise viewings
- Record offers made and the appropriate correspondence sent to both parties informing them of the offer
- Arrange financial services appointment should the vendor require assistance for a mortgage broker or need advice on other insurances
- Search for a property or browse the property register including facility to place on the website or remove the property from being displayed on the website –
- Searching by a range of fields e.g. Name, Branch, Address, Post Code, Email
- Address, Ref. No., etc
- Upload Microsoft Word brochure templates professionally created by Ravensworth
- Send PDF brochure to Ravensworth electronically for the production of high quality property particulars
- Reports

Applicant Registration and Management

This area will allow you to:

- Record the applicant contact information and should there be joint applicants, record their contact information
- Record how they would like to receive communications e.g. via SMS, MMS (picture messages), email or post
- Assignment of a web portfolio area
- Record their requirements which will be used to match properties from the property register
- Record where they heard about you for marketing purposes
- Refer them to the financial services area should they require assistance for a mortgage broker or need advise of other insurances
- Record of the applicant solicitor if known at this time which will be need when a successful sale takes place in order for the system to instruct all relevant parties
- Match the applicant to properties in the property register - if the applicant is in the office, the facility to go through the matched properties and discard those not right for them in the following ways:
    - List of all properties matches
    - Individual property view
    - Summary property view
- Print property particulars in the following formats:
    - Short description details - textual only 6 properties per page
    - Short description details - with picture 6 properties per page
    - Full property details with pictures these can be produced on selected properties or all properties
- Send property particulars via email or SMS or MMS in the above formats
- Arrange viewings
- Record offers
- Applicant history including:
    - Letters sent
    - Viewing taken place
    - Comments from applicants
    - Communications with applicant
    - Offers made etc
- Viewings list for negotiator, other negotiators or branch (selectable)
- List of applicants who have downloaded properties from the website and registered on the website but not with the Estate Agent useful for those pro-active Estate Agents
- New applicants registered but not yet dealt with
- Search applicant register or browse all applicants
- Reports

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Sales Progress

This area will allow you to:

- View all sales under the following categories:
  - All sales in progress
  - Sales not exchanged
  - Properties exchanged not completed
  - Sales completed
  - Offers not yet accepted
  - Sales to follow-up
- Ability to:
  - Record a rejected offer
  - Record the acceptance of an offer
  - Record a sale fallen through
  - Record sales price revised
  - Record deposit paid
  - Record contracts exchanged
  - Record sale completed

  - NB: on all these actions above the relevant letter is automatically produced and sent out to all relevant parties as well as recorded on the history file or both applicant and vendor
- Sales progress sheet recording all the stages of a sale as well as any notes the person looking after the sales might want to record for future reference
- Chain details recording all the relevant information of all parties in the chain
- Reports

Standard Letters

- Comprehensive unlimited standard letters
- Definable editable and non-editable regions
- Automatic letter production linked to events (process)
- Links and photos can be included within the letters
- Letters can be dispatched via Email, SMS or Hard copy via post
- All letters produced are recorded in the Applicant or Vendor history files
- Letters maintained in the admin area by the Administrator

Advertisements

This area will allow you to:

- Single Page advertising or Multiple Advertising
- All Advert activity added to property history
- Any property advertised in the press will have a history item

Branch Manager View

This area will allow you to:

- To view a range of reports on the following:
  - Vendors
  - Applicants
  - Negotiators
  - The branch as a whole
- With figures on:
  - Viewing
  - Sales
  - Offers made
  - Offers rejected
  - Offers accepted
  - Sales completed etc

Director View

This area will allow you to:

- Branch overview
- Branch comparison
- Area Report
- Negotiator Performance
- All these reports are statistical reports

Diary

This area will allow you to:

- To view the branch diary all employees
- To view another branches diary all employees
- To view an individuals diary - daily view, weekly view, monthly view
- To view follow ups - branch or individuals display all follow ups e.g. Viewings to confirm and any follow up requested for any task
- Ability to display only those appointment types required

Website Interfaces

This area will allow the visitors to:

- Register online basic details and requirements
- Run a property search against the property register
- View basic property details
- View full details once registered
- View property brochure once registered
- View all photos
- View virtual tour
- View floor plans
- Subscribe to property alerts which will only alert on those properties not yet received
- Ability to request a viewing

- Ability to contact the negotiator or agent
- Ability to save properties to their portfolio area
- Ability to save their search to their portfolio area
- Ability to get their password reset if they have forgotten it

In their portfolio area the visitor can:

- Amend their details
- Amend their requirements
- Delete properties that have been saved
- View the status of a viewing request
- View all details the of properties they have save
- Re-run their search

Customisation & Ease of use

- Fully parametized administration section
- User defines which fields are REQUIRED fields (except for this fields required by the system in order to function)
- Full selection of libraries with entries administered and defined via the admin section for quick and accurate data entry
- Branch and User administration with definable user permissions, accessibility control and restrictions
- Computer generated passwords to maintain high level of security
- Configurable Message sending and delay
- An administration module allows the configuration of the system, users and branches.