StartERP
AI BUSINESS OS

MODULE GUIDE 14 OF 14

Real estate agencies

Listings with the portal feed, viewings and buyer matching, deals with commission splits, tenancy contracts and rent cheques, maintenance and owner statements. Step-by-step instructions for each of the 5 modules, with the real screens you will use.

- Property listings & portal feed
- Viewings & buyer matching
- Deals & commission splits
- Tenancy contracts & rent cheques
- Maintenance & owner statements

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How to use this guide

Each chapter covers one module: what it does, how to start in a few steps, and then each of its screens with the steps to follow. The label under each module name says whether every store has it or whether it is an add-on module switched on for your store. Some modules are made for certain kinds of business or for one country, and the label says which.

Where to find what your store has. Open **Settings** → **Modules** to see the modules your store has. Every screen has a **?** button at the top with the steps for that screen, and the ⓘ beside a title explains what the screen shows.

About the screenshots. They come from StartERP demo stores (starterp.org/#/demo-store), each taken in the kind of business the module is made for, so the names and figures are sample data. Your screens show your own company, products and figures, and some words change to suit your business.

The modules in this guide

Module	What it gives you
Property listings & portal feed Add-on	Every property you sell or let with its photos, price, owner, agent and advertising permit (REGA, Trakheesi, RERA), and one feed address for Bayut, Property Finder or Aqar that shows only the listings with a valid permit
Viewings & buyer matching Add-on	Book viewings with the client, the agent, the day and time, never two at once for one agent, keep the feedback, and note what each buyer or tenant looks for to see the listings that fit
Deals & commission splits Add-on	Follow each sale or lease from the offer to closing, work out the commission from the price and the %, split it between the agent, a co-broker, a referrer and the agency to the last halala, and mark the listing sold or rented when it closes

Tenancy contracts & rent cheques Add-on	Each lease with its Ejar or Ejari number, dates, yearly rent split into 1 to 12 instalments, every cheque pending, deposited, cleared or bounced, and the renewals due in the next 90 days
Maintenance & owner statements Add-on	Log the repairs of the managed properties and who pays them, and print each landlord's statement: rent collected, less the management fee and the owner's maintenance, equals what is due to the owner

01

Property listings & portal feed

Add-on module | For: Real estate agency & property management

List once, show on every portal

Each property is kept once with its photos, price, owner, agent and advertising permit. The portals read one feed address that lists only the active listings whose permit is still valid, so an expired permit never goes online and a sold home leaves the portals by itself.

What you get

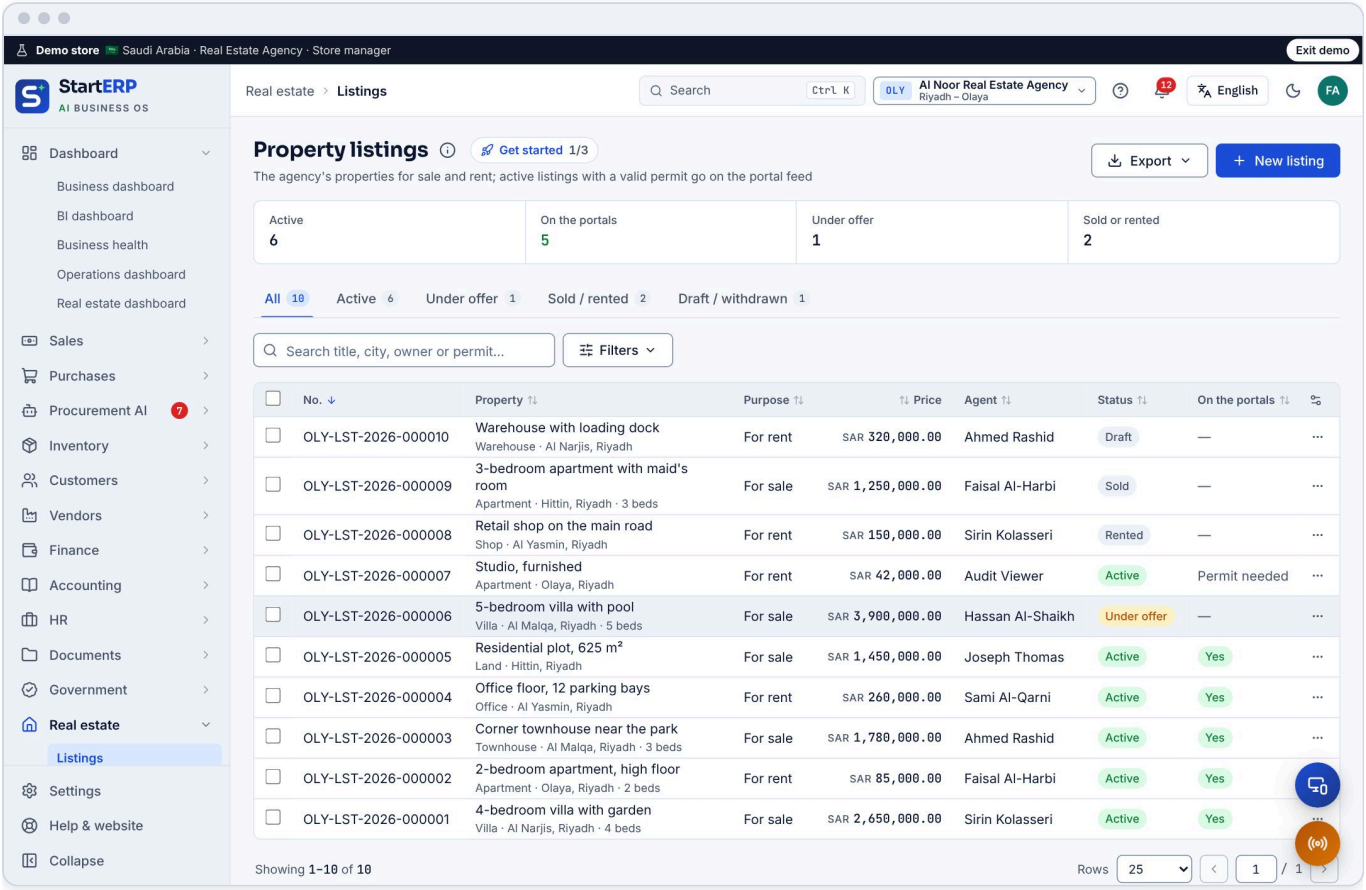
- Sale and rent listings in one list
- The advertising permit and its expiry on each listing
- One XML feed for Bayut, Property Finder and Aqar
- Sold and rented listings leave the feed by themselves

GET STARTED IN 3 STEPS

1. **Add a property.** Price, owner, agent and permit.
2. **Make it active.** Active with a valid permit.
3. **Give the feed to the portals.** Copy the feed address.

Property listings

The agency's properties for sale and for rent: the title, purpose, type, city and district, bedrooms, bathrooms, area, price (the yearly rent for a rental), the owner, the agent, the advertising permit and its expiry, a photo link and the status from draft to sold or rented. Part of the Property listings & portal feed add-on.



Property listings · demo store: Real Estate Agency

1. Open Real estate → Listings and press New listing. Fill the property, the price, the owner and the agent.
2. Type the advertising permit no. (REGA ad licence in Saudi Arabia, Trakheesi or Madmoun permit in the UAE, RERA no. in India) and its expiry, then set the status to Active.
3. At the bottom, Make the address and give the portal feed to Bayut, Property Finder or Aqar.

Tips. An active listing needs its permit; a listing whose permit has run out drops off the feed by itself. Closing a deal marks the listing sold or rented. A new feed address stops the old one: make one only if the old address leaked.

02

Viewings & buyer matching

Add-on module | For: Real estate agency & property management

The right home for every client

Note what each buyer or tenant looks for, and the listings that fit by purpose, type, city, bedrooms and budget are there in one click. Book the viewing with the agent, who is never booked twice at once, and keep the client's interest and feedback for the follow-up.

What you get

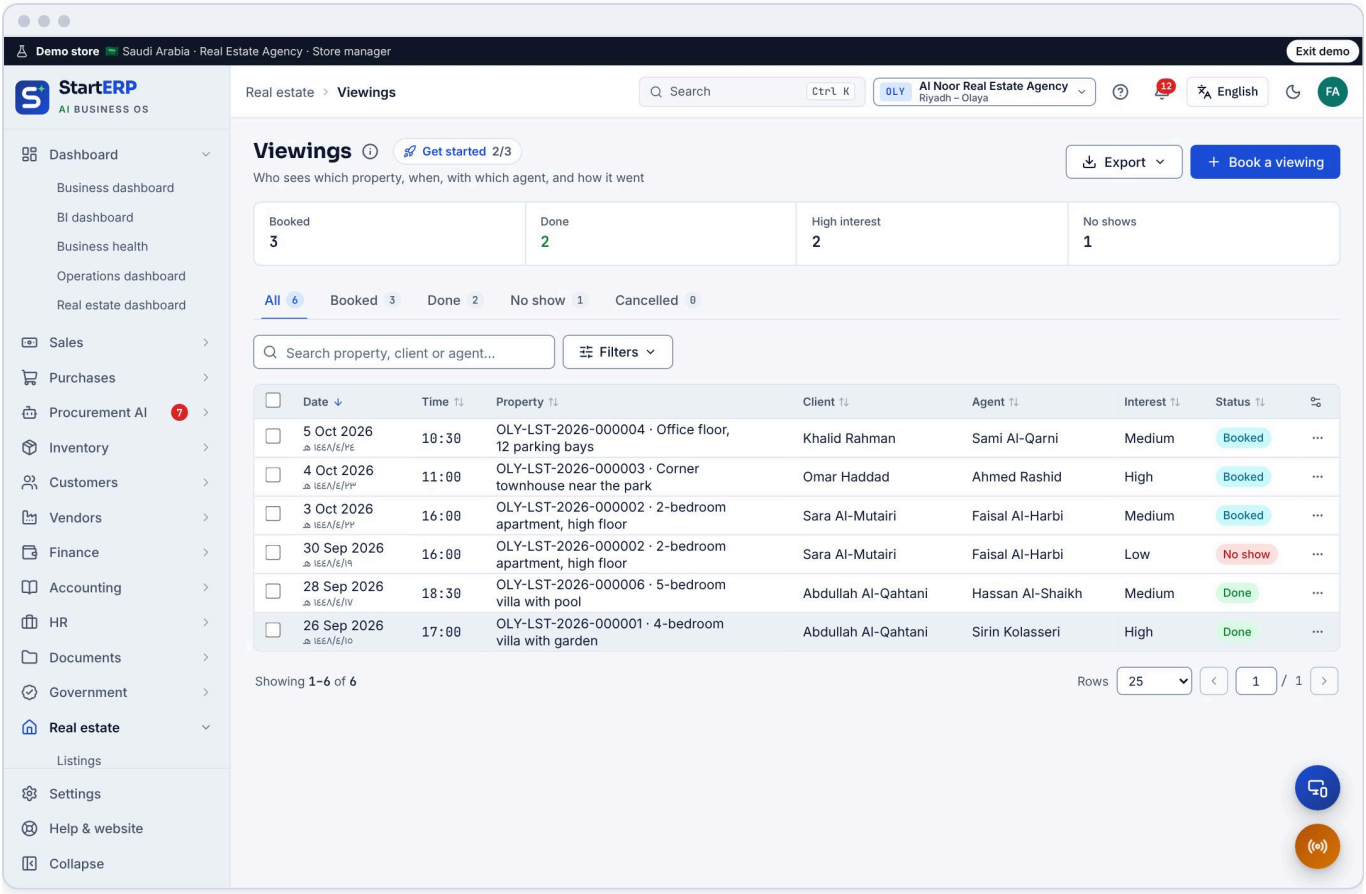
- Listings that fit each requirement
- Viewings by agent, day and time
- No agent booked twice at once
- Interest and feedback kept for the follow-up

GET STARTED IN 3 STEPS

1. **Note what the client wants.** Purpose, city, beds, budget.
2. **See the listings that fit.** Open the requirement.
3. **Book a viewing.** Pick the agent and time.

Viewings & requirements

Viewings of the listings with the client, the agent, the day and time, the status (booked, done, no show, cancelled), the client's interest and the feedback; and Client requirements, what each buyer or tenant looks for, with the active listings that fit. Part of the Viewings & buyer matching add-on.



Viewings & requirements · demo store: Real Estate Agency

1. Open Real estate → Client requirements → New requirement: the purpose, type, city, bedrooms and budget.
2. Open the requirement to see the active listings that fit, the dearest within the budget first, and press Book a viewing.
3. After the viewing set it to Done with the client's interest and feedback.

> **Tips.** An agent cannot have two booked viewings at the same day and time.

03

Deals & commission splits

Add-on module | For: Real estate agency & property management

Every commission, split to the last halala

Each deal keeps the property, the client, the price and the commission %. The commission is split between the agent, a co-broker, a referrer and the agency by their shares, which must add up to 100%, and the rounding is never lost. Closing the deal marks the listing sold or rented.

What you get

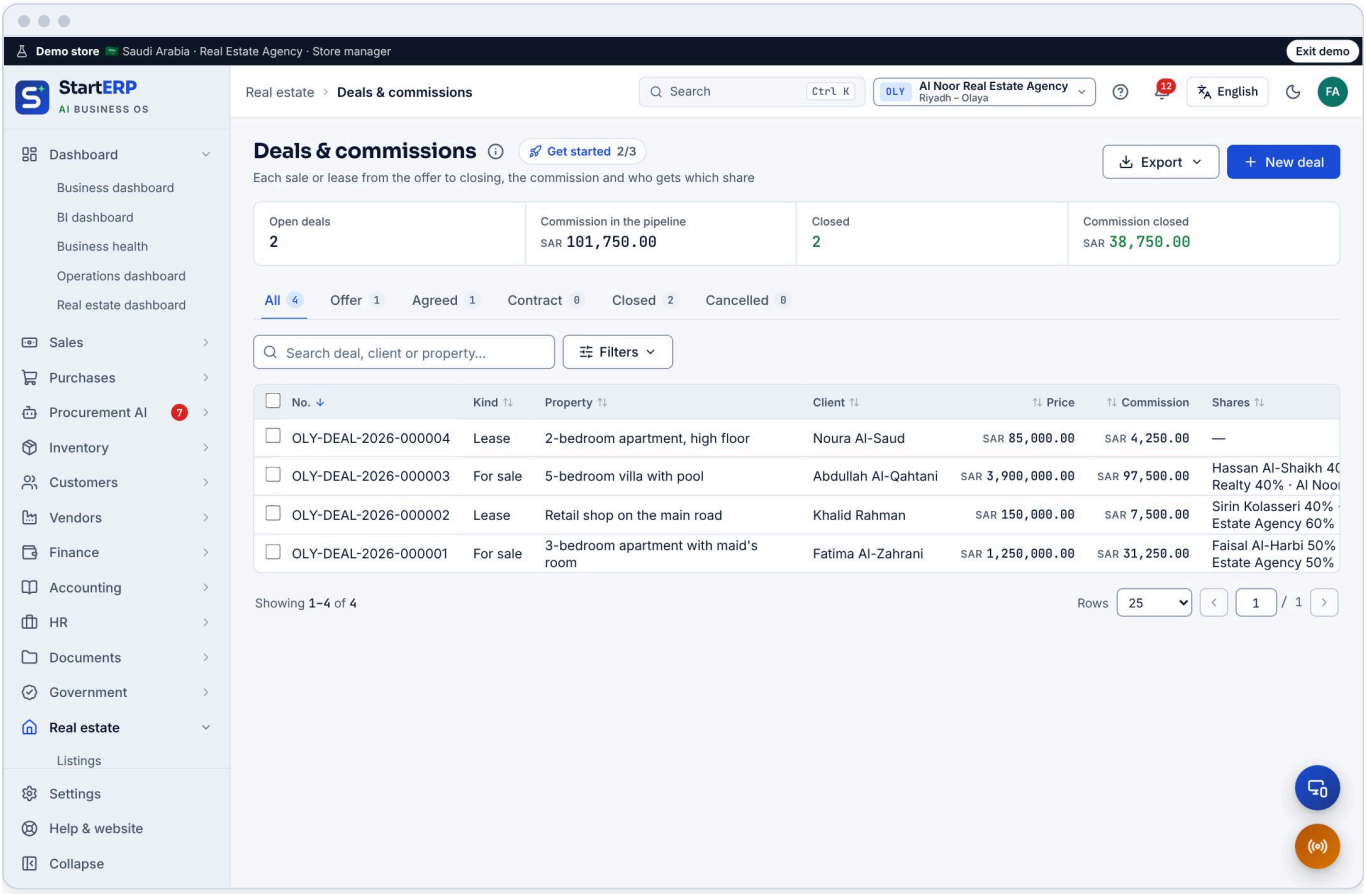
- Offer, agreed, contract and closed stages
- The commission from the price and the %
- Shares that always add up to 100%
- The listing marked sold or rented on closing

GET STARTED IN 3 STEPS

1. **Open a deal.** The property, client and price.
2. **Split the commission.** Shares that add up to 100%.
3. **Close the deal.** The listing is marked sold.

Deals & commissions

Each sale or lease from the offer to closing: the listing, the client, the price (the yearly rent for a lease), the commission % or a typed commission, the shares of the agent, co-broker, referrer and agency, the stage and the commission invoice. Part of the Deals & commission splits add-on.



Deals & commissions · demo store: Real Estate Agency

1. Open Real estate → Deals & commissions → New deal. Pick the listing, type the client, the price and the commission % (or 0 % and the commission itself).
2. Add a share for each person or firm paid: the shares must add up to 100%; the amounts are worked out and the rounding goes to the first.
3. Move the stage on as the deal goes; Closed marks the listing sold or rented. Bill the commission on the real estate POS.

> **Tips.** The tiles add up the commission of the open deals (the pipeline) and of the closed ones.

04

Tenancy contracts & rent cheques

Add-on module

For: Real estate agency & property management, Serviced apartments

Every rent cheque, every renewal, on time

Each tenancy keeps its registration number, its dates and its yearly rent, split into instalments that add up to the rent exactly. Each cheque is followed from pending to cleared or bounced, and the contracts ending in the next 90 days come up for renewal before the tenant leaves.

What you get

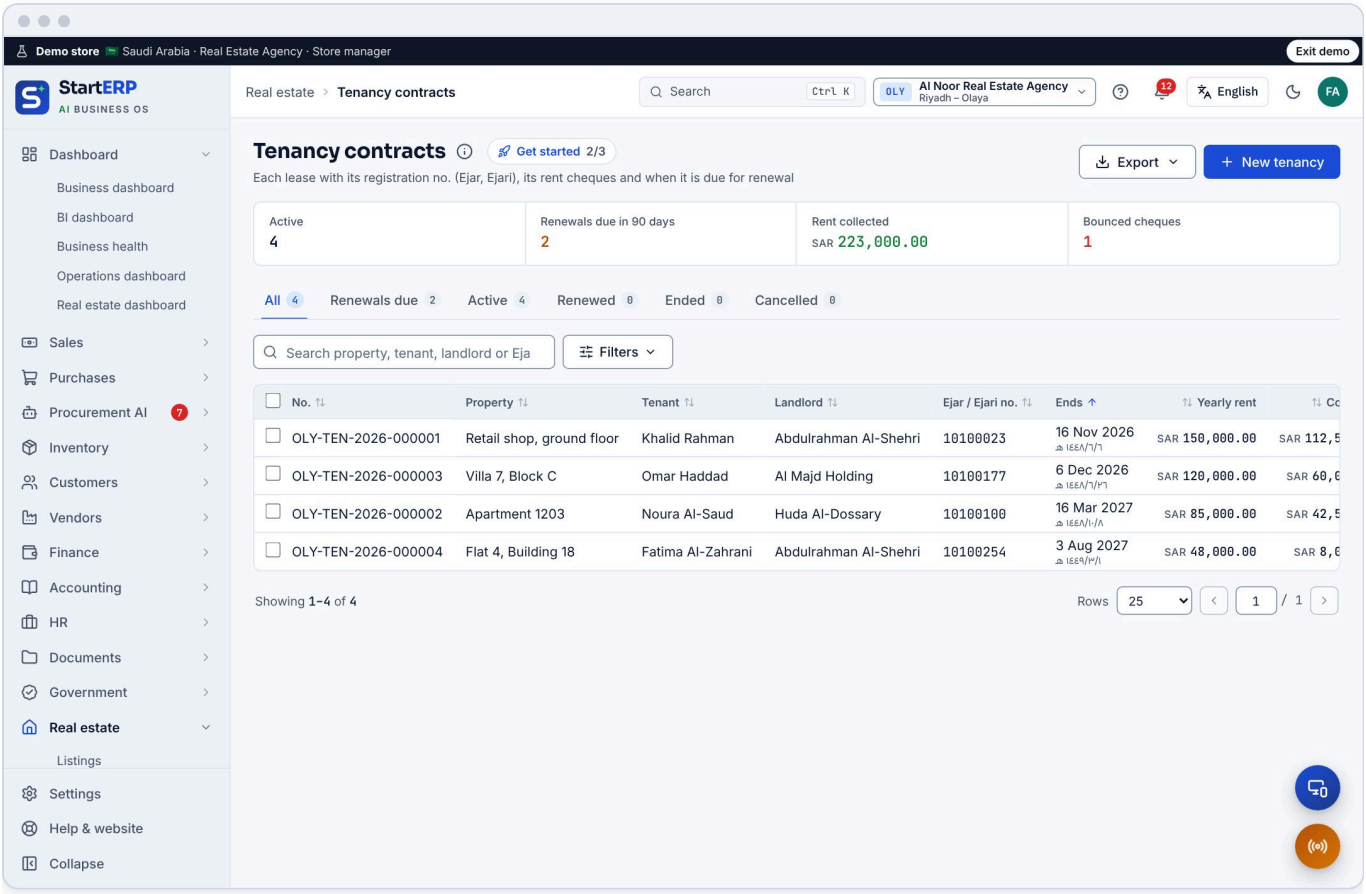
- Ejar / Ejari number on every contract
- 1 to 12 instalments that add up to the rent
- Each cheque pending, cleared or bounced
- Renewals due in 90 days

GET STARTED IN 3 STEPS

1. **Add the contract.** Tenant, landlord, dates, rent.
2. **Make the instalments.** Cheque no. and bank each.
3. **Follow cheques and renewals.** Mark each cheque cleared.

Tenancy contracts

Leases with the property, tenant, landlord, the Ejar / Ejari / registration no., the start and end, the yearly rent, the security deposit, the management fee % for managed units, and the rent instalments with each cheque's no., bank and status. Part of the Tenancy contracts & rent cheques add-on.



Tenancy contracts · demo store: Real Estate Agency

1. Open Real estate → Tenancy contracts → New tenancy. Type the property, tenant, landlord, the registration no., the dates and the yearly rent.
2. Choose 1 to 12 instalments and press Make the instalments, then type each cheque's no. and bank. The instalments must add up to the rent.
3. As cheques are deposited and cleared, change their status; the Renewals due tab lists the contracts ending in the next 90 days.

Tips. The cleared instalments of managed units feed the owner statement, less the management fee.

05

Maintenance & owner statements

Add-on module | For: Real estate agency & property management, Serviced apartments

Owners see exactly what they are paid

Every repair of a managed property is logged with its contractor, cost and who pays it. The owner statement adds up the rent cleared in the period, takes off the agency's management fee and the owner's repairs, and shows the net due to the owner, line by line, ready to print.

What you get

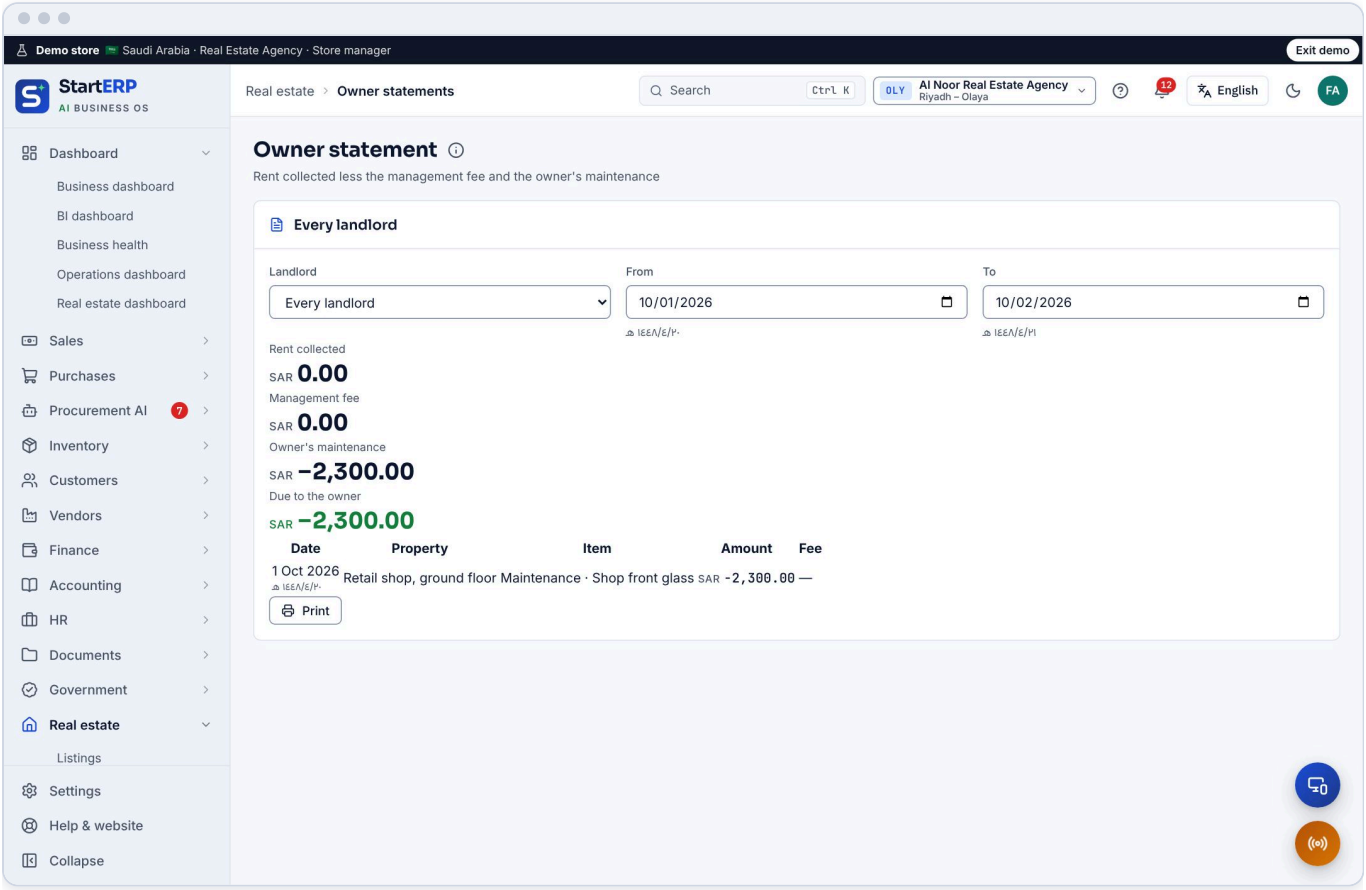
- Repairs by property and contractor
- Charged to the owner, the tenant or the agency
- The management fee taken off the rent
- A printable statement per landlord

GET STARTED IN 3 STEPS

1. **Log a repair.** Cost and who pays.
2. **Clear the rent cheques.** Mark them cleared.
3. **Print the statement.** Pick the landlord and month.

Maintenance & owner statements

Maintenance jobs of the managed properties (the property, the work, the contractor, the cost and who pays it: the owner, the tenant or the agency) and each landlord's statement for a period: the rent instalments cleared, less the agency's management fee at the contract's %, less the repairs charged to the owner, equals the net due to the owner. Part of the Maintenance & owner statements add-on.



Maintenance & owner statements · demo store: Real Estate Agency

1. Log each repair in Real estate → Maintenance: pick the tenancy (the property and landlord are filled in), the work, the contractor, the cost and who pays it.
2. Open Owner statements, pick the landlord and the days: the tiles show the rent collected, the management fee, the owner's maintenance and the net due.
3. Print the statement and pay the owner the net.

Tips. Only cleared instalments count as collected; a bounced cheque is not.

Set-up, help and training

The StartERP team sets up your store, imports your products, customers and opening balances from Excel or CSV, and trains your users on the screens they use.

> **Need an add-on module?** Ask your StartERP contact to switch it on for your store, or write to **sirin@starterp.org** or WhatsApp **+966 50 197 1075**.

The full set of module guides

#	Guide
1	The basics every store has
2	Selling and documents
3	Customers, CRM and loyalty
4	Restaurants and cafés
5	Purchasing and inventory
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12	Law firms
13	Hotels and resorts
14	**Real estate agencies (this guide)**

All guides can be downloaded in StartERP under Help → User guides.



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