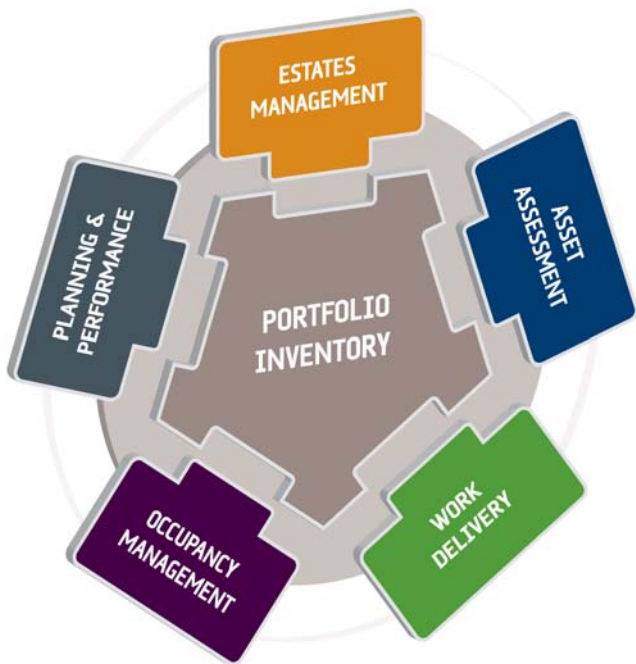
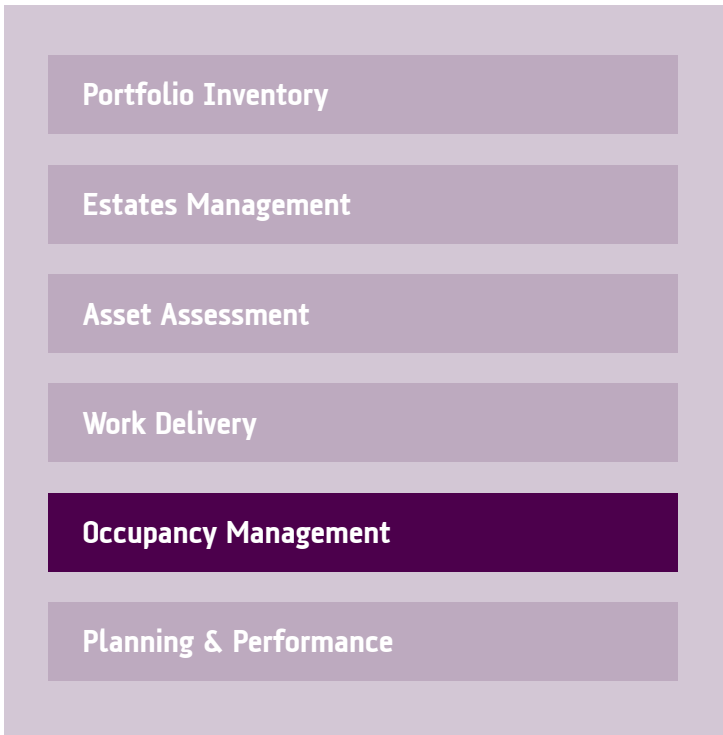




# ATRIUMproperty

## Occupancy Management



### What is Occupancy Management?

Occupancy Management is one of five Business Areas that, together with Portfolio Inventory at the core and the many system-wide additional features, makes up the ATRIUMproperty system. It covers all the necessary facilities for managing property tenants: including rent accounting, service charges, arrears, voids, journal entries and requests. It is suitable for both commercial and domestic properties and associated assets. It also includes Cost in Use and Sustainability modules for capturing and monitoring the complete costs and consumption related to properties over time. Occupancy Management consists of four modules:

- Tenancy Accounting
- Requests Management
- Costs in Use
- Sustainability

### What does it do?

**Tenancy Accounting** – enables full rent account management, including debit and credit transactions, suspense accounts, charge elements and service charges, rates, void stages, arrears handling, journal entries and person registers.

**Requests Management** – offers customer relationship management (CRM) functionality for handling occupants

in a helpdesk environment. A web portal enabling occupants to make on-line requests is also available.

**Costs in Use** – allows the capture, storage, reporting, monitoring and evaluation of all property running costs.

**Sustainability** – enables the capture, storage, reporting, monitoring and evaluation of energy and water consumption. Records u-value and related asset attribute data, outputs and storage of building energy ratings.

**ATRIUMproperty** - the total property and asset management solution  
 Designed to meet all the strategic, management and operational requirements  
 of today's corporate property and asset managers



PROGRESSIVE - PROFITABLE - SUSTAINABLE -  
PROFESSIONAL - APPROACHABLE - INTEGRITY



**'Rather than requiring clients to purchase a specialist Rent Accounting system, ATRIUMproperty's modular design enabled us to expand the software to include Occupancy Management, which is being used successfully for both housing and general property.'**

Matt Laing, Design & Development Director, ATRIUM

### Why choose Occupancy Management?

Occupancy Management covers all the necessary facilities for managing property tenants, revenues, costs and consumption. Occupancy requests can be managed through a CRM front end. A web portal allowing on-line creation and monitoring of occupiers requests is available.

Fully integrated with Portfolio Inventory and the other Business Areas, it can be enhanced further through the use of system-wide features, such as document management and notifications.

**Tenancy Accounting** – holds data for the detailed management of property occupancy and related accounts. Includes debits, credits and account balancing plus facilities for suspense accounts, escalation policies, arrears handling, debt recovery and journal entries. Rent accounts can be comprised of sophisticated charge elements and point based systems and service charges and rates are fully handled. BACS payment functionality is also included. The module's voids path functionality also enables users to store and manage the appropriate void stages against a property and monitor and assess them.

**Requests Management** – provides Customer Relationship Management (CRM) helpdesk functionality for handling occupants and users of all corporate properties. A web portal allowing occupants to make on-line requests is also available.

**Costs in Use** – enables the storage and evaluation of data relating to the running costs for a property, including energy, water, servicing, insurance, cleaning, security, management and all other associated costs. Has functionality allowing meter structures to be created and recorded against, allowing detailed subsequent analysis.

**Sustainability** – enables the capture, storage, reporting, monitoring and evaluation of energy and water consumption. It shares the meter structure functionality from Costs in Use, allowing detailed recording and analysis of consumption by different types. It also includes recording of u-value and related asset attribute data, allowing subsequent outputs and storage of building energy ratings.

## ATRIUMproperty - the total property and asset management solution

**Portfolio Inventory** – physical structure of properties & assets, system registers and administration

**Estates Management** – functional and legal asset structure, acquisitions & disposals, agreements and valuations

**Asset Assessment** – condition, suitability, sufficiency, usage modelling, DDA, asbestos, fire, H&S, legionella, etc

**Work Delivery** – reactive maintenance, planned maintenance, projects and contractor/supplier management

**Occupancy Management** – tenancy accounting, request management, arrears, voids, costs in use, sustainability

**Planning & Performance** – resource management, whole life costing, scenario planning, performance indicators

**Additional system-wide features** – GIS & CAD integration, web portals & dashboards, mobile & remote working, standard & ad-hoc reporting, document management, MS office integration, notifications (email and SMS)

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