Claremont Property Booking and Maintenance (PBM) solution

Claremont's Property Booking and Maintenance (PBM) solution provides your business with a comprehensive solution to manage the tenancy and maintenance aspects of your property portfolio. The solution is centred on your Property and Customer, and is fully integrated with Finance and Service functionality. This ensures you maximise your occupancy income, whilst enabling you to schedule planned and reactive maintenance around tenant's demands. Multiple access channels allow your staff and tenants easy access to key information and letting activities.

Maximise your occupation rates

The key to managing occupancy is to understand letting availability. The heart of the PBM Solution is the tenancy 'Availability Matrix'. Properties can be offered for let on different tenancy types, lengths, service agreements and billing schedules. Each 'offering' can reference a property specific price list, ensuring consistent rental charges are applied.

Multiple tenant communication channels

Should your organisation provide Service Desks to deal with tenants, the PBM Solution provides an online booking portal. New lettings, extensions, statements, check-ins/outs, early terminations and other key tenant activities can be performed via the booking portal.
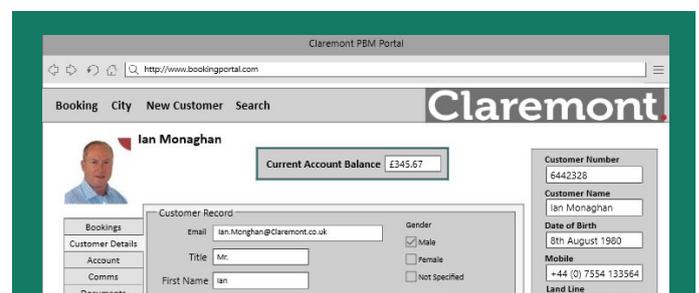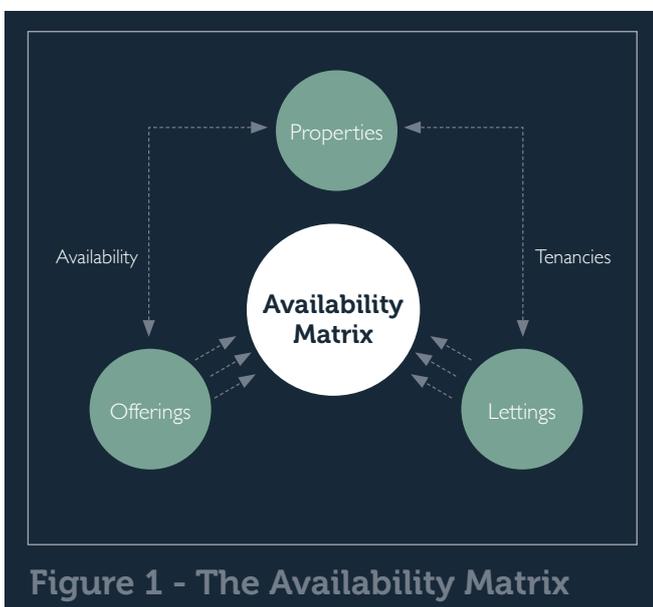

Figure 1 - The Availability Matrix

Figure 2 - The Booking Portal

An optional web portal provides your tenants with direct access to their key tenancy information, and enables them to pay rent or to raise service requests online. Mailer integration ensures tenancy documentation can be issued through e-mail, allowing tenants/guarantors to accept their tenancies online.

Understand the profitability of your properties

Oracle's powerful accounting functionality allows you to keep track of your tenancies and maintenance costs consistently. A revenue recognition engine allows daily revenue to be recognised and mapped against your tenancies. It also allocates maintenance charges to a specific property/tenancy, which allows you to understand their associated profitability.

Maximise additional purchases

Purchasing integration allows additional 'Add-On' items such as bedding packs, utensils and access to broadband to be sold as a letting is created. Once placed, an order can be directed to third party suppliers and delivery is aligned with the Customer's chosen delivery dates.

Maximise billing income, minimise debt

The PBM Solution differs from other property booking systems in that it integrates as standard with the full Oracle CRM and Financials suite. The creation of a contract in the Oracle back-office allows tailored billing plans to be generated to your Tenants preferred payment dates. These can be collected via Direct Debit or Card payment methods. Delinquencies can be chased through integration with Oracle Advanced Collections.

Maintain your properties and tenant relationships

Tenancies can be linked with Service Level Agreements, which allows tenants to log reactive maintenance service requests. These service requests can be captured directly within the booking portal or via the self-service web pages.

Optional integration with the Enterprise Asset Management (EAM)

The EAM module enables planned maintenance to be managed alongside reactive maintenance. The same staff are able to deal with both via a service dashboard.

Key Benefits:

Flexibility
- Enables you to maximise occupation and associated income from your property portfolio.
- Empowers your tenants to choose their own payment plans.

Multiple access channels
- Allows your tenants and staff to review key tenancy information and initiate lifecycle activities such as requesting new tenancies/extensions, making payments or raising service requests.
- Ensures maximum Tenant satisfaction with minimal overhead.

Financial control
- Captures all costs and revenues allowing you to analyse the profitability of your property lettings.

Integration
- Full maintenance integration ensures maintenance can be scheduled around your tenant's demands.
- Integration with Oracle Financials and CRM ensures your systems are streamlined and easy to administrate.

Claremont's PBM solution provides your business with a complete property booking and maintenance system, able to be tailored to your specific requirements. Full integration with Oracle Financials and CRM also ensures your organisation is able to benefit from the extensive customer facing and back-office processes provided by the Oracle E-Business Suite.

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