# Rental Property Manager

## User Manual — Version 2.0

Beginner-friendly complete guide — from first launch to day-to-day rental management

Developed by Tawilis



# Table of Contents

What's New in Version 2.0
Quick Start — Your First 15 Minutes

# Quick Start — Your First 15 Minutes

If you are new to Rental Property Manager, follow this section first. You do not need to understand every feature before you begin. The goal is to create one property, one tenant and one payment so you can see how the system fits together.

## A. First launch and Recovery Code

1. Double-click RentalPropertyManager.exe.
2. On a new installation, allow the program to create its protected local data store.
3. When the Recovery Code is shown, save it somewhere private and separate from the computer. Do not keep your only copy on the same computer.
4. Create the first user account. The first account is the Owner account.

## B. Set the basics

1. Open Settings & Users.
2. Choose your currency.
3. Enter the Owner/Lessor name and contact details used on receipts, contracts and notices.
4. Review the lease-contract wording and editable legal-term values before using generated documents.
5. Choose a backup folder and use Backup Now after your initial setup.

## C. Add your first property and tenant

1. Open + Add / Edit Property.
2. Enter the property address and basic information.
3. Open Tenant Records and add the unit/tenant details, monthly rent, rent due day, lease dates and security deposit.
4. Click Save Property. Property changes are not saved until you use the save button.

## D. Record the first rent payment

1. Return to the Home Dashboard and click Record Payment.
2. Select the property and tenant.
3. Choose the year and month covered by the payment.
4. Enter the amount, payment date and payment method.
5. Save the payment and generate the receipt when prompted.

## E. Close and reopen once

Close Rental Property Manager completely, reopen it, sign in again, and confirm that the property, tenant and payment are still present. This is a simple first-use check that your local protected data is being saved correctly.

**BEGINNER TIP — Learn the rest as you need it. For routine use, the Home Dashboard, Record Payment, Renew Lease, Tenant Move-Out and Backup functions cover most day-to-day work.**

## Common symbols used in the program

The program uses icons together with button labels. The most common are:

- ▶ / ▼ — collapse / expand a Dashboard section
- 💾 — Save
- 💳 — Payment
- 🔄 — Renew / refresh
- 🚪 — Move-out
- 📋 — Checklist
- 📎 — Attachment
- 🏦 — Deposit history
- 📦 — Backup or Advance Payment, depending on the button label
- 🗓 — open a calendar to pick a date

Date fields now have a 🗓 button. Click it to choose the date from a calendar (it also lets you pick a whole month where only a month is needed). You can still type a date yourself in the YYYY-MM-DD format.

1. Introduction
2. Getting Started
3. Logging In & User Roles
4. Initial Settings Setup
5. Adding Your First Property
6. Managing Tenants
7. Importing Data from Excel
8. The Home Dashboard
9. Recording Payments & Receipts
10. Handling Overdue Rent
11. Renewing Leases & Changing Rent
12. Advance Payments
13. Tenant Move-Out

Where to click: Home Dashboard → " 🚪 Tenant Move-Out." Use "Set Move-Out Date Only" for a planned future departure; use "Move-Out Checklist & Deposit Refund" to track the checklist and the deposit; use "Vacate This Unit Now" only when the tenant has actually left and the unit should become available.

14. Move-In Checklists

Where to click: Home Dashboard → " 📋 Move-In Checklist." Use this for cleaning, repairs, key handover and other tasks that must be completed before a future tenant moves in.

15. Security Deposits
16. Lease Contracts, Demand Letters, Contractors & Agents

## 16.5 Tenant Payment Ledger

From the Home Dashboard, click " 📊 Tenant Payment Ledger" under Tenant Reports. Select the property and tenant, then click "Create Excel Ledger." The workbook is generated directly from that tenant's saved rent ledger and security-deposit history; it does not create a separate set of payment records.

For rent transactions, "Payment Date" shows when the money was received, while "Period Covered" shows the rental period to which that ledger month applies. Example: if the tenant's rental cycle starts on the 28th, the March 2026 rent slot is shown as 28-Mar-2026 to 27-Apr-2026. If the tenant pays early, the payment date can be earlier without changing the period covered. Multi-month advance payments therefore remain allocated to their individual monthly rental periods.

The Excel file includes Property, Unit, Tenant, Move-in Date, Lease End, Currency, Current Monthly Rent, Current Deposit on File, Payment Date, Period Covered, Transaction Type, Rent, Security Deposit, Total Paid, Method, Reference/Type and Remarks. A reconciliation summary compares the exported rent and deposit totals with the tenant payment records used to generate the ledger.

The workbook is formatted for printing on A4 paper in landscape orientation, fitted to one page wide, with repeating headings, page numbers, currency formatting, readable column widths and frozen headings. You can print it directly from Excel or save it as PDF.

17. Reports, Export & Backup
18. Troubleshooting
19. How Do I…? Quick Reference
20. Electricity & Water Sub-Meter Guide

# What's New in Version 2.0

Version 2.0 keeps everything you already use in Version 1.0 and adds the features below. Your existing properties, tenants and payments carry over. Each item points to the section that explains it.

> **Note:** *Before you begin using Version 2.0, close the program and make a complete backup of your data (Section 17.3). Version 2.0 stores some new information. Once Version 2.0 has saved your data, an older version may not show that new information, so keep Version 1.0 only as a fallback.*

## Payments and receipts

- 🏠 **Move-in Payment (Section 9.4).** Record the security deposit and the advance rent a new tenant pays at move-in as one entry, with one receipt.
- 💳 **Pay Overdue Rent (Section 10.4).** Enter the amount a tenant paid. The program applies it to the oldest unpaid month first, and anything left over becomes advance rent.
- **Spreading a larger payment (Section 9.1).** If you record more than the selected month owes, Record Payment offers to spread it over the oldest unpaid months, so the Dashboard, the Overdue Rent report and statements all show the same balance.
- **Clearer receipts (Section 9.3).** A receipt now shows the rent period it covers (for example "22 Oct 2026 to 21 Nov 2026"). A payment covering several months is shown as a table.
- **Rent due today is not overdue (Section 10.1).** Rent becomes overdue the day after its due date.

## Electricity and water sub-meters

- **Pay from the meter table (Section 20.4).** The table now shows Paid and Balance for each tenant, with a 💳 Pay button beside the Amount Due.
- **Correct or remove a utility payment (Section 20.4).** Corrections ask for a reason and are kept in the change history.
- **Import from the web edition (Section 20.4).** Bring utility bills and payments recorded in the web edition into the program.

## Everyday convenience

- **Calendar date picker.** A 📅 button on date fields (see "Common symbols").
- **Duplicate unit warning (Section 6.1).** The program warns you if two units in a property share the same unit number.
- **Receipt files that are open elsewhere.** If a receipt with the same file name is still open in your PDF viewer, the new receipt is saved under a numbered name instead of failing.

## Safer data handling

- **Failed saves are undone.** If the program cannot save, it tells you "Not Saved" and does not leave a half-recorded payment, tenant or import behind.
- **Excel import protects existing records (Section 7).** A workbook without a Tenants & Units sheet, a maintenance sheet or any payment rows for a property no longer wipes the saved records for that property.
- **A new tenant starts clean (Section 6.1).** When a vacant unit is given to a new tenant, the previous occupant's rent history is archived instead of being counted for the new tenant.
- **Logins and access (Sections 3 and 8.11).** A Tenant login only opens the tenant whose unit and name match. A Caretaker sees moved-out tenants only for their own properties.

1. Introduction
2. Getting Started
3. Logging In & User Roles
4. Initial Settings Setup

5. Adding Your First Property
6. Managing Tenants
7. Importing Data from Excel
8. The Home Dashboard
9. Recording Payments & Receipts
10. Handling Overdue Rent
11. Renewing Leases & Changing Rent
12. Advance Payments
13. Tenant Move-Out
14. Move-In Checklists
15. Security Deposits
16. Lease Contracts, Demand Letters, Contractors & Agents
17. Reports, Export & Backup
18. Troubleshooting
19. How Do I...? Quick Reference
20. Electricity & Water Sub-Meter Guide

# 1. Introduction

Rental Property Manager is a desktop program for managing long-term rental properties — tracking tenants, rent payments, security deposits, lease renewals, maintenance, and generating documents like lease contracts, receipts, and demand letters. It runs entirely on your own computer; your data is stored locally, not on the internet.

This manual walks through every part of the program, roughly in the order you'd use them — from first install through day-to-day use. You don't need any technical background to follow it.

# 2. Getting Started

## 2.1 Downloading and Running the Program

You'll receive a single file: RentalPropertyManager.exe. There is nothing to install — save this file anywhere on your computer (your Desktop or a folder like Documents is fine) and double-click it to run the program.

> Note: If Windows shows a security warning, first confirm that the file came from Tawilis or an authorized Tawilis sales channel and that the filename/source is the one you expected. If you trust the source, Windows may provide “More info” and “Run anyway.” Do not bypass a warning for a file obtained from an unknown or untrusted source.

## 2.2 The Free Trial

The program includes a 45-day free trial starting from the first time you run it. During the trial, every feature is fully available. The login screen shows how many days remain.

The trial start date is stored as a protected, signed record on your computer. If that record is deleted, altered or damaged, the trial cannot be restarted: the program shows “Trial Record Damaged” and asks for a license key. Setting the computer clock back also stops the trial (“Trial Date Check Failed”) until the correct date is restored. A purchased license is not affected by any of this.

## 2.3 Activating a License

After purchase, enter the license key or import the signed .rpml license file supplied through the authorized sales channel. For normal activation, you do not need to find or send a Computer ID to Tawilis; Rental Property Manager handles the local computer association automatically. Tawilis direct-sale licenses can be verified locally. Where a marketplace-generated license key is used, an internet connection may be required for the initial marketplace verification. Normal operation can remain local after successful activation.

Each license is intended for one computer at a time. The Software may associate activation with the local computer automatically. If Windows is reinstalled or you move to another computer, contact Tawilis or use the applicable sales platform's license-management process for a replacement or transfer. Do not share license keys, .rpml files, or activation credentials.

## 2.4 Automatic Data Protection & Recovery Code

Rental Property Manager encrypts its local application database and tenant attachments at rest. On Windows, the encryption key is protected automatically by Windows and the program normally unlocks the protected data without asking for a separate encryption password. Owner/Caretaker/Tenant accounts control access within the local installation and are separate from software licensing. These accounts do not provide remote access to the Owner's database from another computer.

On first setup, the program creates a Recovery Code. Save it somewhere private and separate from the computer. The Recovery Code is intended for disaster recovery, such as restoring an encrypted backup on another Windows installation. Tawilis does not receive or retain this code and cannot recover encrypted data if the Recovery Code is lost and Windows can no longer unlock the local encryption key.

**IMPORTANT — Keep the Recovery Code outside the computer. Your normal login password, software license and Recovery Code serve different purposes. A Tawilis license does not decrypt your rental database.**

Encryption protects stored files against ordinary direct reading or copying while the application is closed. It does not replace Windows account security, device security, malware protection, access controls, or proper backups. Data exported to Excel/PDF or temporarily opened for viewing is outside the encrypted application store and must be protected separately.

## 2.5 Desktop Updates and Existing Data

Bug fixes and updates to the Windows desktop (.exe) version supplied by Tawilis are included at no additional desktop licence fee. On the same licensed computer, a compatible desktop update uses your existing valid

licence. No fixed release schedule is promised. The self-hosted web version is sold separately; technical and installation support are not included.
Before updating, close Rental Property Manager and create a complete backup. Keep the backup, attachments and Recovery Code securely. Extract the updated package into an application folder and run RentalPropertyManager.exe. Do not delete or replace the existing application data folder at %APPDATA%\RentalPropertyManager, including its database, data_security.json, attachments and license.json.
Updates are designed to retain application data and licence settings, but this is not an unconditional guarantee against data loss. A different computer or reinstalled Windows may require data recovery and licence transfer. A licence key does not replace the Recovery Code.

### 2.6 Refunds for Direct Purchases

For licences purchased directly from Tawilis, you may request a full refund within 30 days of payment by contacting Tawilis with your order reference and purchase email address. The window is separate from the free trial. Approved refunds use the original payment provider. After a full refund, the licence is cancelled and future online activation is blocked; an existing saved offline activation may continue working. See EULA section 16 and the website refund policy for the complete terms. Purchases through another authorized sales platform are subject to the policy displayed at checkout and that platform's rules.

## 3. Logging In & User Roles

The program supports three types of accounts, each seeing a different view. These user accounts are local to the Rental Property Manager installation and its local database.

#### Owner

Full access to everything — all properties, all settings, all financial data, and the ability to add other users.

#### Caretaker

Can be assigned to specific properties. Sees the dashboard and can record payments, add tenants, and handle day-to-day tasks for their assigned properties, but has more limited access to settings and financial reports than the Owner.

#### Tenant

A read-only view of their own unit: their rent status, lease dates, and their own lease contract, which they can view and electronically agree to (by typing their name) but cannot edit.

### 3.1 Changing Your Password

Click "🔑 Change Password" in the top-right corner of any screen, enter your current password, then your new one.

### 3.2 Adding Users

As the Owner, go to Settings & Users to create additional Caretaker or Tenant accounts, assigning each to the relevant property/unit. IMPORTANT: These accounts are intended for users accessing the same computer and local database. The current version does not provide cloud, network, or remote multi-computer access. Creating a Caretaker or Tenant account does not allow that user to access the Owner's rental database from another computer.

> **Note:** *A Tenant login is matched to the tenant's unit number and name. If you correct a tenant's name, or a new tenant moves into the same unit, update the login in Settings & Users so that it points to the right person. A login never opens another tenant's records.*

# 4. Initial Settings Setup

Before adding your first property, it's worth spending a few minutes in Settings & Users — these values are used throughout the program, especially in generated documents.

## 4.1 Currency

Set your currency symbol and code (e.g. ₱ / PHP). This affects every amount shown throughout the program.

### Properties in another currency

If one of your properties is kept in a different currency, open its property form and choose “Currency of this property.” Rent, receipts and documents for that property then use its own currency. Dashboards, the income statement and exports add all properties together in your main currency above, so the program needs an exchange rate.

Where to click: Settings & Users → “Exchange Rates (for properties in other currencies).” Choose the currency, type the year and the rate — how many units of your main currency equal one unit of that currency (for example USD, 2026, 56.50) — then click “Save Rate.”

One rate per currency per year is used for the whole year. If a year has no rate, the program uses the nearest year you entered, and the Home Dashboard shows a note (or a warning if no rate exists at all) so you know converted figures are estimates.

> **Note:** *Amounts inside a property stay in that property’s own currency. Only totals that combine several properties are converted.*

## 4.2 Owner / Lessor Details

- Owner Name — appears on generated lease contracts and demand letters, and as the “Received By” name on receipts
- Owner Contact Number — used on demand letters, so tenants know how to reach you
- Execution City — the city named in the lease contract's signing clause

## 4.3 Contract Legal Terms

Editable values used inside the lease contract template. The values supplied with the software are starting values only, not legal recommendations. Review them for your own lease and applicable law:

- Late Payment Penalty (% per day)
- Minor Repair Threshold
- Attorney's Fees (minimum)
- Lost Key Replacement Fee

## 4.4 Lease Contract Template

A sample/editable lease contract template used to generate lease contracts. You can rewrite, add, remove, or reorganize wording to suit your own agreement and jurisdiction. System placeholders in {curly braces} automatically insert stored information; see Section 16.1.

## 4.5 Demand Letter Template

Similarly editable text used for the Notice to Vacate / Demand Letter feature (Section 10.3), plus a setting for how many days a tenant is given to vacate.

## 4.6 Move-In Checklist Template

A default list of tasks (e.g. “Clean unit,” “Check plumbing”) that pre-fills every new tenant's move-in checklist. See Section 14.

## 4.7 Automatic Backup

Point this to a folder — for example, a folder you control locally or inside a cloud-sync service — and the program can create encrypted timestamped backups at most once per hour, keeping the 30 most recent backups. Click “ 📦 Backup Now” to back up immediately at any time. If you use a cloud-synced folder, encrypted backup copies may be uploaded by that third-party service under its own terms and security controls.

## 4.8 Move-Out Checklist Steps

Under Settings & Users, the “ ✅ Default Move-Out Checklist” box lists the steps that start every tenant's move-out checklist (Section 13.2). Out of the box these are: inspection of the unit, return of keys and access cards, final water and electric bills paid, and rent and other dues settled.

- Edit any step by typing in its box; use ↑ and ↓ to reorder and 🗑 to remove a step
- Click “＋ Add Step” for a new one, “↺ Restore Defaults” to go back to the supplied list, then “💾 Save”
- Blank and duplicate steps are dropped automatically
- The final step, “Security deposit refunded (net of any deductions),” is always added by the program and cannot be removed

> **Note:** *Changes apply to move-outs opened from now on. A tenant whose move-out checklist was already started keeps their own steps; you can still add extra steps for that one tenant.*

# 5. Adding Your First Property

From the main window, click "+ Add / Edit Property." Enter or edit the property information, work through the relevant tabs, then click " 💾 Save Property" before leaving the screen. Each property has four tabs:

## 5.1 Basic Info & Expenses

The property's address, number of units, caretaker name, and whether an agent/broker is involved.

## 5.2 Property Expense Ledgers

Track ongoing property-level expenses (not tied to a specific tenant) such as insurance, real property tax, association dues, agent fee and caretaker allowance. Each expense appears as a row showing how many payments have been recorded, the total paid, the total per year and how many receipts are attached. Click " 💳 Manage Payments" on a row to open that expense's payment history.

In Manage Payments, enter the Date Paid, Amount, Paid To (the payee, for example the insurer, city hall or HOA) and optional Remarks, then click "+ Add Payment." Click " 📎 Attach Receipt / Invoice" to attach one or more files (PDF or image, up to 20 MB each) to the payment. Attached files are encrypted like tenant attachments. Each payment in the list has a " 📎 " button (shows the number of receipts; click it to view, add or remove receipt files), an "Edit" button and an "X" button to delete it. When you are finished click " 💾 Save & Close."

> **Note:** *Receipt files are removed from disk only when you delete the payment or remove the file and save. If a save does not go through, your attached files are kept. Opening a receipt creates a temporary decrypted viewing copy, so protect the computer while viewing.*

The Owner can export every expense and maintenance payment, with its payee, remarks and number of receipts, to one Excel workbook from Reports & Export → " 📜 Export Expense Ledger" (Section 17.1).

## 5.3 Property Maintenance

Record maintenance work done on the property, optionally assigned to a contractor from your Contractors DB (Section 16.3), with cost tracking.

Maintenance payments use the same Manage Payments window and also accept attached receipts or invoices (any number of files per payment).

## 5.4 Tenant Records

Add each unit and its tenant here. See Section 6 for full detail on adding tenants.

> **Note:** *Don't forget to click " 💾 Save Property" after making changes on this screen — nothing is saved automatically until you do.*

# 6. Managing Tenants

## 6.1 Adding a Tenant

Where to click: use “ NEW Add Tenant” on the Home Dashboard for the quickest route, or open “+ Add / Edit Property” → “Tenant Records” when you need the full tenant form and attachments.
There are two ways to add a tenant:

- Through the full Add/Edit Property form → Tenant Records tab — gives access to every field, including attachments and documents
- The dashboard's “ NEW Add Tenant” quick button — faster, for the common case of adding a new tenant to an existing property

> **Note:** *Saving a property checks the unit numbers. If two units share the same number the program warns you so you can correct it. When a vacant unit is given to a new tenant, the new tenant starts with an empty payment ledger; any rent history left on that unit from a previous occupant is archived with the property rather than counted for the new tenant.*

## 6.2 Rent Due Date — How It Works

The “Rent Due Date” field is a day number (1–31) meaning the rent is due on that day of the same month it covers, recorded in that same month's slot. For example, a due day of 5 means September's rent is due September 5th.

For months shorter than the day you enter (for example, if you enter 30 or 31), it correctly falls back to that month's own last day — so it never rolls into a different month.

## 6.3 Multi-Year Rental Rates

Optional and off by default. If you turn it on, you can either apply a fixed annual percentage increase, or set a completely custom amount for each year individually — useful when increases don't follow a simple formula. Leave it off if you only want a single flat rate.

## 6.4 Security Deposit

Enter the initial deposit amount when adding the tenant. Additional deposit payments made later (Section 15) add to this figure automatically.

## 6.5 Tenant Attachments

From the dashboard's “ Tenant Attachments” button, you can upload a scanned/signed Contract Copy and an ID Copy (PDF or image) for each tenant. Stored attachment files are encrypted by Rental Property Manager. Uploading a new file replaces the previous one in that slot. Click “ View” to open the file in your normal PDF/photo viewer. When you choose View, the program creates a temporary decrypted viewing copy; protect the computer while viewing sensitive documents.

# 7. Importing Data from Excel

If you're moving from a spreadsheet, the Reports & Export screen offers two import tools (Owner access only):

### Import Excel Data

Imports a full workbook of properties and tenants at once, using flexible header detection — your columns don't need to match an exact template. Useful for bringing in your entire existing portfolio in one go rather than typing each property in by hand.

### Import Tenant Payments

Imports historical rent payment records from a spreadsheet, so past payment history doesn't need to be re-entered manually.

> Note: Always keep a copy of your original spreadsheet and review the results afterward. The program attempts a safety backup before bulk payment import when a valid backup folder is configured, and duplicate payment rows matching the same tenant/period/date/amount/method/remarks are skipped. Excel files themselves are not protected by the application's database encryption, so store imported/exported spreadsheets securely.
>
> **Note:** *After an Import Tenant Payments run the program reports how many rows were imported and how many were skipped: no matching tenant, a missing or invalid payment date (or a year outside the program's range), no amount, or a duplicate. Blank note or footer rows in the sheet are ignored and are not counted.*
>
> **Note:** *Import Excel Data only replaces what the workbook actually contains. If the workbook has no Tenants & Units sheet, no maintenance sheet, or no payment rows for a property, the program keeps what is already saved for that property. When those sheets are present, the workbook replaces the saved records for the property, and the program takes a safety backup first.*

# 8. The Home Dashboard

This is the main screen you'll use day to day. It's organized into KPI cards, health bars, alert sections, and quick-action buttons. To reduce clutter, detail-heavy alert sections are collapsible. A ▶ arrow means the section is collapsed; a ▼ arrow means it is expanded. Click the section heading/arrow to show or hide its detailed rows. Important summary information remains visible in the heading even when the details are collapsed.

Dashboard tip: If the screen feels busy, leave sections collapsed and expand only the item you are working on.

## 8.1 KPI Cards

Click any card to see the underlying records that add up to that number, with the option to export that list to Excel.

- Properties / Occupancy — how many units you have and how many are occupied
- Collection Rate / Rent Collected — how much of the expected rent has actually been received
- Total Expenses / Net Income — property expenses versus rent collected
- Overdue Rent — total amount currently overdue across all tenants
- Vacant Units — units with no tenant
- Upcoming Move-Outs — how many tenants have a move-out date on file; click it to jump straight to the Upcoming Move-Outs schedule (Section 8.9)
- Gross Rental Yield — an estimate of annual rental income versus property cost

## 8.2 Occupancy & Collection Health

Two progress bars giving an at-a-glance view of how full your properties are and how much of the expected rent has come in.

## 8.3 Overdue Rent Panel

Lists every tenant currently overdue, sorted by days overdue (most overdue first, up to 10 shown — export the full Overdue Rent report for the complete list). Each row includes:

- A Remarks field — type a note directly (e.g. “said she'll pay next week”); it saves automatically
- A button — opens Pay Overdue Rent for that tenant, already selected (Section 10.4)
- A ⚠ Demand Letter button — generates a Notice to Vacate for that tenant automatically (Section 10.3)

## 8.4 Lease Expiries (Next 90 Days)

Shows every lease expiring soon, with its exact date and days remaining. Each row has:

- Notify Agent — sends a status message to the property's assigned agent/broker via Viber
- For Renewal — opens Renew Lease with that tenant already selected
- For Move Out — notifies the agent that the unit is going vacant
- Set Move-Out — opens the Move-Out dialog with that tenant already selected

## 8.5 Security Deposit Discrepancies

Flags any tenant whose deposit isn't a clean 1x/2x/3x multiple of their monthly rate — useful for catching data-entry errors or unusual arrangements worth double-checking.

## 8.6 Vacant Units

Every unit with no tenant, with a “Share Listing” and “Notify Agent” button for each.

## 8.7 Upcoming Move-Ins

Tenants who've signed but haven't physically moved in yet (their move-in date is in the future). These units are correctly excluded from your occupancy count — they're not yet occupied, but they're also not shown as vacant. Each row links directly to that tenant's move-in checklist and shows its progress.

## 8.8 Pending Checklist Tasks

Every not-yet-completed move-in checklist task across all your tenants, with overdue tasks shown first in red, then upcoming tasks, then tasks with no due date set.

## 8.9 Upcoming Move-Outs

Lists every occupied unit whose tenant has a Move-Out Date on file but has not been vacated yet, soonest first. Each row shows the property, unit, tenant, move-out date, how many days remain (a date already past is flagged), the security deposit held and the move-out checklist progress (for example “2/5 done”). The section heading shows how many move-outs are scheduled and is collapsed by default; clicking the “🚚 Upcoming Move-Outs” card in the KPI row opens it directly. Each row has “📋 Checklist” (opens the move-out checklist), “📢 Notify Agent” (tells the agent the unit is going vacant) and “🗓 Vacate / Edit” (opens Tenant Move-Out so you can change the date or vacate the unit once the tenant has actually left).

## 8.10 Deposits Pending Refund

Once a unit has been vacated, any security deposit that has not been fully returned is listed here so it cannot be forgotten. Each row shows the property, unit, tenant, move-out date, deposit held, deductions, amount already refunded and the amount still to return, with a “💵 Record Refund” button. A total at the bottom adds up everything still owed. A deposit disappears from this list as soon as it has been fully returned; if nothing is waiting the section shows “✓ No deposits waiting to be returned.”

## 8.11 Quick Action Buttons

Grouped into two rows:

### Tenant Lifecycle

- 🆕 Add Tenant — Section 6.1
- 🔄 Renew Lease — Section 11
- 🚪 Tenant Move-Out — Section 13
- 🗃 Moved-Out Tenants — view/export/delete past tenant records
- 📋 Move-In Checklist — Section 14

### Payments & Documents

- 💳 Record Payment — Section 9
- 🏠 Move-in Payment — Section 9.4
- 📦 Advance Payment — Section 12
- 📈 Schedule Rate Change — Section 11.3
- 📎 Tenant Attachments — Section 6.5
- 🏦 Deposit History — Section 15.2

# 9. Recording Payments & Receipts

## 9.1 Quick Record Payment

Where to click: Home Dashboard → "💳 Record Payment." This is the normal route for monthly rent, partial rent, and combined rent + security-deposit payments.
Click "💳 Record Payment," then:

1. Select the Property and Tenant
2. Select the Year and Month the payment covers
3. Enter the Amount Paid
4. Optionally, enter a Sec Deposit Payment amount if the tenant is also paying toward their deposit in the same transaction
5. Enter the Payment Date and Method
6. Click Save

If the amount you enter is bigger than the balance of the selected month, and older months are still unpaid, the program asks whether to spread the payment over the oldest unpaid months. Choose Yes (recommended) so that each month is settled in order and the Dashboard and the Overdue Rent report agree. Choose No to record the whole amount against the month you selected.

> **Note:** *The Amount field is filled in with the tenant's total balance due. You can change it. A date typed in the Payment Date field must be in the YYYY-MM-DD format, or you can pick it from the 🗓️ calendar.*

## 9.2 Combined Rent + Deposit Payments

If you fill in "Sec Deposit Payment," the receipt will clearly itemize both parts — for example: "consisting of ₱15,000.00 for the full payment of rent - 1 Sep 2026 to 30 Sep 2026, and ₱5,000.00 as an additional Security Deposit payment." The deposit portion is added to the tenant's deposit on file and logged in their Deposit History (Section 15.2); it does not affect rent/overdue calculations.

## 9.3 Generating Receipts

After saving a payment, you'll be asked whether to generate a receipt. If you choose yes, the receipt PDF is created and opens automatically in your default PDF viewer, ready to print or share. A follow-up screen also offers to open Viber or Messenger alongside the folder containing the receipt, so you can attach it to a chat.

Receipts name the rent period the payment covers. For one month the wording is, for example, "for the full payment of rent - 22 Oct 2026 to 21 Nov 2026" ("partial" if the amount is less than the month's rent). The period starts on the tenant's move-in day, or their due day if no move-in date is recorded. When one payment covers several months, or includes a security deposit, the receipt shows a table with the rent period, month, type (Rent, Overdue or Advance) and amount, and a total. A payment made on or before its due date is shown as rent, not overdue rent.

If a receipt with the same file name is still open in your PDF viewer or being synced, Windows will not let the program overwrite it. The program then saves the new receipt as, for example, "Receipt_Name_20261022 (2).pdf" and opens that one.

## 9.4 Move-in Payment

Where to click: Home Dashboard → "🏠 Move-in Payment." Use this when a new tenant pays the security deposit and the first month(s) of rent together.

1. Select the Property and the Tenant.

**2.** Choose the first rental month (year and month) and the number of months being paid in advance. The advance-rent amount is filled in with the unpaid rent for those months.

**3.** Enter the Security deposit received now. It is added to the deposit on file and to the tenant's Deposit History (Section 15.2).

**4.** Enter the Date received, the Payment method and any remarks.

**5.** Click "💾 Save Move-in Payment," then choose Yes to create one receipt for the whole amount.

The deposit is kept separate from rent, so it never counts as rent collected. Advance rent is recorded against each month, one entry per month, exactly as in Section 12. The receipt shows the deposit and each month in a table.

> **Note:** *The advance rent cannot be more than the unpaid rent for the selected months. If you try, the program asks you to check the rates and the months.*

# 10. Handling Overdue Rent

## 10.1 How Overdue Is Calculated

A month only counts as overdue once its actual due date has passed — not simply because the calendar has reached that month. For example, if rent is due on the 8th, nothing is counted as overdue for that month until the 8th has actually arrived.

Rent that is due today is not yet overdue. It becomes overdue on the following day. For example, if rent is due on the 22nd, it first appears as overdue on the 23rd.

You can also set “Start Monitoring Rent From” (in a property's settings) to exclude older, pre-tracking history from overdue calculations.

## 10.2 Overdue Rent Aging Report

From Reports & Export, generate a full Excel report of every overdue tenant across all properties, sorted by days overdue, with a grand total. The report and dashboard use the same overdue-rent calculation, so their totals should correspond when based on the same reporting date and underlying data.

## 10.3 Demand Letter / Notice to Vacate

Click “⚠ Demand Letter” next to any overdue tenant on the dashboard. The program automatically fills in:

- The tenant's actual overdue amount and which specific months are unpaid
- A vacate deadline (default 15 days from today, configurable in Settings)
- The property's caretaker name, for key handover
- Your name and contact number

The letter is generated as a PDF and opens automatically. The wording and vacate-period setting are editable in Settings — see Section 16.2. The supplied wording and default number of days are examples/settings, not a determination by Tawilis of the notice legally required in your jurisdiction.

## 10.4 Paying Overdue Rent

Where to click: Home Dashboard → the 💳 button beside a tenant in the Overdue Rent panel.

**1.** Check the property and tenant. The amount is filled in with the total overdue.

**2.** Change the amount to what the tenant actually paid, and enter the date received, the payment method and any remarks.

**3.** Click “💾 Save Payment.” The program applies the money to the oldest unpaid month first, then the next, and so on. Anything left after all overdue months are paid is recorded as advance rent for the coming months.

**4.** Choose Yes to create one receipt. It lists each month that was paid.

Use “Record a single month instead” in that window when you want to put a payment against one particular month. A part payment leaves the rest of that month overdue until it is paid.

# 11. Renewing Leases & Changing Rent

## 11.1 Renewing a Lease

Where to click: Home Dashboard → " 🔄 Renew Lease." You can also open renewal directly from a tenant listed under Lease Expiries.
Click " 🔄 Renew Lease," select the tenant, and enter the new lease expiry date and new monthly rate. Rates for past years are never overwritten — only the new term's rates are set.

## 11.2 Multi-Year Rate Schedules on Renewal

When renewing, you can optionally set up a multi-year schedule, choosing between:

- Fixed % Increase — one percentage applied consistently across however many years you specify
- Custom Amount per Year — type each year's rate individually, for cases where increases don't follow one formula

## 11.3 Scheduling a Future Rate Change

Use " 📈 Schedule Rate Change" when a rate change doesn't happen at lease renewal — for example, giving a tenant a few extra months at their current rate before an increase takes effect. Enter the new rate and the date it should start; the program automatically bills the old rate correctly right up until that date, and the new rate afterward, without you needing to do anything further once it's set.

# 12. Advance Payments

For a tenant paying several months (or a full year) at once, click “ 📦 Advance Payment.” Select the tenant, the starting month/year, and how many months are covered. The program builds a preview showing each month's amount — automatically using that month's actual rate, correctly handling any scheduled rate change that falls partway through the span — which you can adjust before saving.

This creates one entry per covered month, exactly as if you'd recorded each one individually, without the repetitive typing.

The preview marks any month that already has payments (“already paid ₱...”) and pre-fills it with only the balance still owed, so a month is not paid twice by accident. A month that is already paid in full is pre-filled with 0.00 and skipped when you save; if every month is already paid nothing is recorded. The number shown in the entry label (for example “Advance payment (3 months)”) counts only the months actually recorded.

If the number of months runs past the last year available in the program, the preview shows a warning (“Only N of M months fit”) and saving is blocked until you reduce the number of months. Amounts must be real numbers; entries such as “nan” or “inf” are rejected.

For a new tenant who pays a security deposit together with the first months of rent, use “ 🏠 Move-in Payment” instead (Section 9.4). It records the deposit and the advance rent in one step with one receipt.

# 13. Tenant Move-Out

Click " 🚪 Tenant Move-Out," select the property and tenant, and choose one of three options:

### Set Move-Out Date Only

Records a planned move-out date without changing anything else — the tenant's name, contact, and full payment history remain untouched, and the unit is not yet marked vacant.

### Move-Out Checklist & Deposit Refund

Opens the move-out checklist for the selected tenant (Section 13.2) so you can track inspection, keys, final bills and the deposit refund before the unit is vacated.

### Vacate This Unit Now

Fully vacates the unit: clears the tenant's name, contact, payment ledger and tenancy records (rate schedule, signature, deposit history, checklists, utility billing and attached contract/ID files) so a new tenant can move in. Before it does, the program shows a confirmation that lists anything still open — checklist steps not ticked and any deposit still to be returned. Because the tenant's payment ledger is cleared, export the Master Excel File or the Tenant Payment Ledger (Section 16.5) first if you want to keep their payment history. A deposit that is still owed is copied to the property's refund records before the tenant is cleared, so it stays on the dashboard under Deposits Pending Refund (Section 8.10) until it is paid.

## 13.1 Undoing an Accidental "Set Move-Out Date"

Open Tenant Move-Out again, select the same tenant, clear the Move-out Date field completely, and click "Set Move-Out Date Only" again — saving a blank value correctly clears it.

## 13.2 Move-Out Checklist

Where to click: Home Dashboard → " 🚪 Tenant Move-Out" → " 📤 Move-Out Checklist & Deposit Refund." Select the property and an occupied tenant. The checklist starts from your default steps (Section 4.8) plus the security-deposit step, and the heading shows how many steps are done and the tenant's move-out date.

**1.** Tick each step as it is completed; the completion date is recorded automatically.

**2.** Type a task into "Add another task..." and click "+ Add" to include an extra step for this tenant only. Click the "✕" beside any step to remove it from this tenant's checklist (the deposit step has no ✕ and always stays).

**3.** Use " 💵 Deductions / Record Refund" on the deposit step to deal with the deposit (Section 13.3). The step counts as done only when nothing is left to return.

**4.** When everything is settled, click " 🚪 Vacate This Unit...." The program warns about anything still open before it vacates the unit.

## 13.3 Deposit Deductions and Refunds

The deposit window shows the deposit held, deductions, amounts refunded and the amount still to return.

- Deductions — enter the total deducted for damages or unpaid bills and, if you wish, a note explaining it
- Record a refund payment — enter the amount, the date (YYYY-MM-DD) and optional remarks, then record it. Partial refunds are allowed; each one is listed and can be removed with the red X if it was entered by mistake
- Still to return = deposit held − deductions − refunds recorded

The same window opens from the Record Refund button under Deposits Pending Refund (Section 8.10) after the unit has been vacated, so a deposit can be paid out later without any other steps.

> **Note:** *Amounts must be real numbers greater than zero for a refund and not negative for deductions; entries such as “nan” or “inf” are rejected.*

# 14. Move-In Checklists

For tenants who've signed but haven't moved in yet, use "📋 Move-In Checklist" to manage pre-move-in tasks like cleaning and repairs.

1. Select the Property and Tenant
2. Click "🔄 Load Default Tasks" to pull in your Settings template, or "➕ Add Task" to add one manually
3. For each task, optionally set an Assigned To (pick from your Contractors, Agents/Brokers, or the property's Caretaker — or simply type any name directly) and a Due Date
4. Mark tasks Pending or Done as they're completed — the completion date is recorded automatically
5. Click "💾 Save Checklist"

Any not-yet-done task with a due date shows up on the dashboard's Pending Checklist Tasks panel, so nothing gets missed before move-in day.

# 15. Security Deposits

## 15.1 Recording a Deposit Payment

Deposit payments are recorded through Record Payment (Section 9.1), using the “Sec Deposit Payment” field. For a deposit-only transaction, enter the rent amount actually being paid (for example, 0 if no rent is being paid) and enter the deposit amount in Sec Deposit Payment.

## 15.2 Deposit History

Where to click: Home Dashboard → “🏦 Deposit History,” then select the property and tenant.
Click “🏦 Deposit History” and select a tenant to see every deposit payment they've made — date, amount, method, and the running total after each one — rather than just today's single cumulative figure.

> **Note:** *For tenants who already had a deposit on file before this feature existed, the history view shows a “Prior balance (before tracking)” line so the numbers still add up correctly, even though the exact history of that original amount isn't known.*

## 15.3 Returning the Deposit at Move-Out

Deductions and refunds are handled in the move-out process, not in Deposit History. See Sections 13.2 and 13.3, and Section 8.10 for deposits that are still waiting to be returned after a unit has been vacated.

# 16. Lease Contracts, Demand Letters, Contractors & Agents

## 16.1 Customizing the Lease Contract Template

The lease contract template (Settings → Lease Contract Template) is plain, free-form text. You can:

- Rewrite any wording
- Renumber or reorganize sections
- Add entirely new provisions
- Remove sections you don't want
- Change spacing and formatting freely

Placeholders in {curly braces} — such as {tenant_name}, {property_address}, or {current_monthly_rate} — are automatically replaced with stored data. You may remove a placeholder if you do not want that information in the document. If you keep a placeholder, do not rename the text inside its braces unless it is a supported placeholder, because an unrecognized token will not auto-fill.

> The built-in lease is a sample/editable template and is not legal advice. Lease, deposit, interest, notice, eviction and other requirements vary by jurisdiction. Review the template and editable legal-term settings for your own property and obtain professional advice where appropriate. If you remove a supported placeholder, that information will not be inserted. Click "↺ Reset to Default Wording" to return to the supplied sample wording.
>
> **Note:** *Each template in the library needs its own name; the program will not accept a second template with the same name (not case-sensitive). Edits you have typed but not yet saved are kept in memory when you switch to another template, create or duplicate one, rename it or set it as the default, but click " 💾 Save Template" to store them permanently.*

## 16.2 Customizing the Demand Letter Template

Works the same way as the lease contract template (Section 16.1): free-form editable text with supported {tokens} for the tenant's name, overdue amount, unpaid months, vacate deadline and other fields. The template and default vacate period are starting points only; the property owner is responsible for using wording, periods, interest/penalty settings and procedures appropriate to the applicable lease and law.

## 16.3 Generating a Lease Contract

From a tenant's Documents & Signature options, generate a contract PDF using their current details and your saved template. A tenant can view the contract from their read-only login and acknowledge it by checking the agreement and typing a name. The program records the acknowledgement date/name and a SHA-256 hash of the generated contract text to help identify the version acknowledged. This is an electronic acknowledgement feature, not a representation by Tawilis that it satisfies every jurisdiction's electronic-signature requirements.

## 16.4 Contractors Database

Maintain a list of contractors/service providers, used when assigning Property Maintenance work (Section 5.3) and Move-In Checklist tasks (Section 14).

## 16.5 Agents/Brokers

Maintain a list of agents or brokers, assignable per property, used for the "Notify Agent" dashboard actions (Section 8.3 and 8.4).

# 17. Reports, Export & Backup

## 17.1 Excel Exports

Most dashboard tables and reports can be exported to Excel — click any KPI card for a detailed breakdown, then use the export option, or generate a full portfolio report from Reports & Export.

Reports & Export → " 📄 Export Expense Ledger" (Owner only) creates one Excel workbook listing every property expense and maintenance payment: property, type, category, date paid, paid to, amount and remarks, with the number of receipts attached to each. Receipt files themselves are not included in the workbook.

## 17.2 Overdue Rent Report

A dedicated export listing every overdue tenant with their days overdue and amount — see Section 10.2.

## 17.3 Automatic Backup

Configured in Settings (Section 4.7). Each backup is a timestamped folder containing the encrypted database, the data-security envelope needed to unlock it, and encrypted attachment files. The 30 most recent backups are kept automatically. Keep backups and the Recovery Code secure and separate. A backup remains encrypted, but anyone who obtains both the backup and its Recovery Code may be able to unlock it.

## 17.4 Restoring a Backup

Important: Restore is a recovery function. Do not use it merely to inspect an old backup. Restoring replaces the active data after validation, with rollback-safety built into the program.

In Settings & Users, click "Restore Backup" and select the required backup_... folder. The program validates the encrypted backup before replacing current data and uses a mandatory rollback-safe safety snapshot. For disaster recovery on a new installation, choose the restore-existing-encrypted-backup option during protected-data setup, select the backup folder, then enter the Recovery Code when requested. Older backups created by the previous password-based protection design may request their original Data Protection Password during migration.

# 18. Troubleshooting

## The program won't open, or Windows shows a security warning

First confirm that the file came from Tawilis or an authorized Tawilis sales channel. If you trust the source, use the Windows options provided to continue. Do not bypass a warning for an unknown or unexpected copy of the program.

## I forgot my password

If a recovery email address was saved for your account and the program has been set up to send email, click “Forgot Username / Password?” on the sign-in screen, enter the recovery email, and a 6-digit code is sent to it. After you enter the code correctly the program shows your username and lets you choose a new password. The code expires after 15 minutes and you have 5 attempts to enter it correctly; after the fifth wrong entry the code stops working and you must request a new one. A code can be used for one password reset only. If email recovery has not been set up, contact whoever set up the Owner account for your organization to have the password reset.

## Windows cannot automatically unlock my protected data

Use the Recovery Code created when encrypted storage was first enabled. This may be required after a Windows reinstall or when restoring to another computer. If Windows can no longer unlock the local key and the Recovery Code is lost, Tawilis cannot decrypt or recover the protected database. Keep the Recovery Code private and separate from the computer.

## My trial has ended and I don't have a license yet

Use the purchase option shown by the program or the authorized sales channel. After purchase, enter the license key you received or import the signed .rpml file supplied to you. A Computer ID is not normally required from the customer.

If the program shows “Trial Record Damaged,” the free-trial record on this computer was deleted or changed. The trial cannot be restarted; enter your license key to continue.

## A number on the dashboard looks wrong

Click on it — every KPI card shows the underlying records that add up to that number, which is usually the fastest way to spot what's driving an unexpected figure.

## I made a mistake recording a payment or move-out

Rent payments can be corrected directly in a tenant's payment ledger. See Section 13.1 for reversing an accidental move-out date.

### I cannot see the details under Overdue Rent / Lease Expiries

The dashboard section may be collapsed. Click the ▶ arrow or the section heading. It changes to ▼ when the detailed rows are open.

### I moved the EXE to another folder

The program file can be moved to another folder on the same Windows installation. Your application data and activation state are stored separately from the EXE. Keep backups before major computer changes.

### I am changing to a new computer or reinstalling Windows

Keep your encrypted backup and Recovery Code. A new Windows installation may not be able to use the old Windows-protected local key, so disaster recovery can require the Recovery Code. License replacement/transfer may also be required under the applicable Tawilis or sales-channel process.

### I cannot find all overdue tenants on the Dashboard

The Dashboard is a working summary and may show only a limited number of rows. Use the full Overdue Rent report/export for the complete list.

### A receipt would not save, or the message says "Not Saved"

If a receipt could not be written, close the PDF in your viewer and try again, or accept the numbered file name the program chooses. If the message "Not Saved" appears, the program could not write your data file, so nothing was recorded; the screen is left as it was. Check that the data folder is not full or read-only, then repeat the entry. Do not enter the payment twice.

### The overdue total is different from what I expected

Rent due today is not overdue until tomorrow (Section 10.1). If a payment was recorded against the wrong month, correct it from the tenant's ledger, or use Pay Overdue Rent (Section 10.4) for a new payment so that the oldest months are settled first. A property kept in another currency is converted using the exchange rate for the year (Section 4.1).

### An Excel or web utility import was rejected

The web utility import checks the whole file first. If it finds an invalid record, such as a negative amount, a billing period that is not YYYY-MM, or payment allocations that do not add up, it imports nothing and lists the first problems. Fix the file, or re-export it from the web edition, and try again.

## 19. How Do I...? Quick Reference

Use this section when you know what you want to do but do not remember where the function is located.

### Add another property

+ Add / Edit Property → enter the property information → Save Property. See Section 5.

### Add a tenant

Home Dashboard → Add Tenant, or + Add / Edit Property → Tenant Records for the full form. See Section 6.

### Record monthly rent

Home Dashboard → Record Payment → choose property, tenant, month/year, amount, date and method → Save. See Section 9.

### Record a partial payment

Use Record Payment and enter the amount actually received. The remaining balance continues to be reflected in rent status/overdue calculations. See Sections 9 and 10.

### Record a security-deposit payment

Record Payment → enter the deposit amount in Sec Deposit Payment. For deposit-only payment, enter 0 for rent if no rent is being paid. See Section 15.

### See who has not paid

Home Dashboard → expand Overdue Rent (▶/▼). For the complete list, use the Overdue Rent report. See Sections 8 and 10.

### Renew a lease

Home Dashboard → Renew Lease, or use For Renewal from Lease Expiries. See Section 11.

### Schedule a future rent increase

Home Dashboard → Schedule Rate Change. Enter the new rate and effective date. See Section 11.3.

### Record several months of rent at once

Home Dashboard → Advance Payment → choose start month/year and number of months → review the preview → save. See Section 12.

### Set a future move-out date

Home Dashboard → Tenant Move-Out → Set Move-Out Date Only. See Section 13.

### Make a unit vacant after the tenant leaves

Home Dashboard → Tenant Move-Out → Vacate This Unit Now. Use this only when the tenant has actually left. See Section 13.

### Undo an accidental planned move-out date

Open Tenant Move-Out again, clear the Move-out Date and save Set Move-Out Date Only. See Section 13.1.

### See or assign move-in tasks

Home Dashboard → Move-In Checklist. See Section 14.

### View security-deposit history

Home Dashboard → Deposit History → select the tenant. See Section 15.2.

### Generate a lease contract

Use the tenant's Documents & Signature options. The document uses your saved lease template and tenant/property data. See Section 16.

### Change lease wording

Settings & Users → Lease Contract Template. Review legal wording for your own jurisdiction before use. See Section 16.1.

### Generate a demand letter

Use the Demand Letter action for an overdue tenant. Review the generated wording and applicable legal requirements before sending. See Sections 10.3 and 16.2.

### Create a backup now

Settings & Users → Backup Now. Keep the Recovery Code separate from the computer. See Sections 4.7 and 17.3.

### Restore after a computer problem

Use Restore Backup for an existing installation, or the encrypted-backup restore option during protected-data setup on a new installation. Have the Recovery Code available. See Section 17.4.

### Add a Caretaker or Tenant login

Owner account → Settings & Users → add the user and assign the relevant property/unit. See Section 3.2.

### Activate after purchase

Open the activation screen → paste the license key or import the signed .rpml supplied through the authorized sales channel. You normally do not send a Computer ID. See Section 2.3.

### Print or save a tenant's complete payment ledger

Home Dashboard → Tenant Reports → Tenant Payment Ledger → select Property and Tenant → Create Excel Ledger. The report includes rent and security-deposit payments and the rental period covered by each rent entry. See Section 16.5.

### Track a move-out and return the deposit

Home Dashboard → Tenant Move-Out → select the tenant → Move-Out Checklist & Deposit Refund. Tick the steps, record deductions and refunds, then Vacate. See Sections 13.2 and 13.3.

### See deposits still owed to former tenants

Home Dashboard → expand Deposits Pending Refund → Record Refund when you pay it. See Section 8.10.

### See who is moving out soon

Click the Upcoming Move-Outs card on the dashboard, or expand Upcoming Move-Outs. See Section 8.9.

### Change the default move-out steps

Settings & Users → Default Move-Out Checklist → edit, add or reorder steps → Save. See Section 4.8.

### Record an insurance, tax or other property expense with its receipt

Add / Edit Property → Property Expense Ledgers → Manage Payments → enter the payment → Attach Receipt / Invoice → Add Payment → Save & Close, then save the property. See Section 5.2.

### Export all property expenses and maintenance payments

Reports & Export → Export Expense Ledger. See Section 17.1.

### Reset a forgotten password by email

Sign-in screen → Forgot Username / Password? → enter the recovery email → enter the 6-digit code (5 attempts, 15 minutes) → choose a new password. See Section 18.

The Dashboard is a working summary and may show only a limited number of rows. Use the full Overdue Rent report/export for the complete list.

### Record a new tenant's deposit and first month together

Home Dashboard → 🏠 Move-in Payment → select the tenant → enter the deposit and advance rent → Save. See Section 9.4.

### Record a payment for overdue rent

Home Dashboard → 💳 beside the tenant in Overdue Rent → enter the amount received → Save Payment. The oldest months are paid first. See Section 10.4.

### Add an exchange rate for another currency

Settings & Users → Exchange Rates → choose the currency, year and rate → Save Rate. See Section 4.1.

### Record a utility payment from the meter table

Utilities screen → 💳 Pay beside the tenant's Amount Due. See Section 20.4.

## 20. Electricity & Water Sub-Meter Guide

Read this section before your first utility calculation. Electricity and water are calculated separately, and utility collections are tracked separately from rent. The calculation is done in the Sub-Meter Calculation tab (visible to the Owner and Caretakers).

### 20.1 Prepare the first billing month

**1.** Add the property and its active tenants first. Check each tenant's unit and electricity/water meter details in Tenant Records. The calculation table includes active tenants with names; vacant units are excluded.

**2.** Open the Sub-Meter Calculation tab. Select the property, enter Billing Month in YYYY-MM format (for example, 2026-09), and select Electricity or Water. Check all these fields before entering readings.

**3.** Enter the full Provider Bill Amount for the property and selected utility. Provider / Bill Ref is optional. Mother Meter Consumption is also optional and is used for reference/reconciliation, not to calculate the tenant rate.

**4.** For every active tenant, enter Previous Reading: the cumulative meter reading at the start of the billing period. In the first recorded month there is no earlier saved reading, so you must supply this opening value from your own records. Do not enter zero unless the actual opening reading was zero.

**5.** Enter Current Reading: the cumulative meter reading at the end of that same billing period. Use matching reading dates across the property where possible. Electricity is measured in kWh and water in cubic metres. Enter meter readings, not the monthly usage amount.

## 20.2 Review the allocation and save

Consumption = Current Reading − Previous Reading.

Rate per unit = Provider Bill Amount ÷ Total Tenant Consumption.

Tenant charge = Tenant Consumption × Rate per unit.

Example: a provider bill of 600 and total tenant consumption of 300 gives a rate of 2 per unit. A tenant using 80 units is charged 160. The full provider bill is allocated across the included tenants; mother-meter consumption is not the denominator.

Both readings are required for every included tenant. Readings cannot be negative, Current Reading cannot be below Previous Reading, and total tenant consumption must be greater than zero. A tenant with no usage can have equal opening and closing readings. Entries that are not real numbers, such as “nan” or “inf,” are rejected.

Review the readings, consumption, rate and amounts, then click Save / Finalize Whole-Property Calculation. Typing readings only shows a preview; it does not save the bill. Repeat the process separately for the other utility.

## 20.3 Moving to the next month

The saved Current Reading remains in the old month's history. For a later billing month, the program looks for the same tenant's most recent saved earlier bill for the selected utility and uses that bill's Current Reading as the new Previous Reading. Electricity and water have separate histories. Saving a bill is what makes its reading available to later months; paying it is not required.

| Billing month | Previous Reading | Current Reading | Consumption |
|---|---|---|---|
| 2026-09 | 1,250 | 1,330 | 80 |
| 2026-10 | 1,330 | 1,405 | 75 |

**1.** Confirm that the previous month was saved successfully. Back up your data before making historical corrections.

**2.** Change Billing Month to the new month and click outside that field to refresh the table. Select the correct property and utility, and replace the provider bill amount and reference with the new month's details.

**3.** Check every Previous Reading against the last saved closing reading before saving. The table automatically shows the correct opening reading for the property, utility and billing month you have selected. Readings already on screen are only retained when you change just the sort order — changing the property, utility, or billing month always refreshes the table with the correct readings for that selection.

**4.** For a new, unsaved month, Current Reading should be a fresh reading you enter; do not reuse the old month's closing value as the new closing value. Review consumption and charges, then save/finalize the new month.

### Important cases

**First-time users with historical bills:** You can enter and save an earlier month using its actual readings and provider bill. If all those charges were already settled outside the program, use Mark All as Paid for that selected month and utility. The saved closing readings remain available for later months.

**No opening record:** Obtain the opening reading from your own meter records. A current reading alone does not establish monthly consumption. Do not invent an opening reading or provider bill merely to create history.

**Skipped month:** The program uses the latest saved earlier bill, which may not be the immediately preceding month. Check that the opening reading and provider bill cover the same period; otherwise the calculation may cover more than one month.

**New tenant, replacement/reset meter:** Verify the correct opening baseline manually. This release rejects a closing reading below the opening reading; it does not automatically calculate meter rollover or replacement adjustments.

## 20.4 Payments, history & corrections

### Record utility collections

Under Record Utility Payment, select the tenant and utility, enter the amount actually received, and use a Payment Date in YYYY-MM-DD format. In Apply To, enter a billing month (YYYY-MM) to target that month, or leave it blank to apply payment to the oldest outstanding charges for that utility. Click Record Payment.

Partial payments are supported. A payment cannot exceed the matching outstanding balance; reduce the amount or save the missing charge first. Utility payment records do not replace rent payment records.

### Pay straight from the meter table

The sub-meter table also shows Paid and Balance for each tenant. Click "💳 Pay" beside a tenant's Amount Due to record a payment for that tenant's charge without leaving the table. The same oldest-first rules apply.

### Correct or remove a payment

Under Record Utility Payment, each recorded payment has "✏ Correct / Remove." Enter the reason for the change, then save the correction or remove the payment. The balance owed is recalculated, and the original entry is kept in the change history. A bill cannot be reduced below the amount already paid on it.

### Import utility data from the web edition

Click "📥 Import Utility Data from Web…" and choose the export file created by the web edition. The program checks the whole file first. Bills and payments that are already here are skipped, nothing already saved is overwritten, and any conflict is listed afterward. Make a backup before importing (Section 17.3).

### When to use Mark All as Paid

Mark All as Paid settles every outstanding charge for the selected property, billing month and utility. Save the calculation first. Use it only when every selected charge has actually been settled, for example when entering already-paid historical bills. It creates payment records for the remaining balances using today's date and an opening/history reference; it is not merely a way to hide an unpaid balance.

Readings and calculation history are retained after payment. An unpaid old bill also remains outstanding when you move to the next month; changing months does not clear it.

### Review and export

Select a tenant under Record Utility Payment to see Utility Charges & Receivables: saved readings, consumption, rate, charge, amount paid and remaining balance. The on-screen list displays up to 24 recent charges. Use Export Whole-Apartment Excel after saving the selected month's calculation, or Export Tenant Statement for the selected tenant.

## Correct a saved calculation carefully

Select the original month, utility and property. Check all readings and provider bill details before saving again. The program asks before replacing an existing calculation, and existing payments remain linked to the charges. Review the resulting balances afterward, especially if a corrected charge is lower than the amount already paid.

A historical correction does not automatically rewrite the opening readings of bills already saved for later months. Review affected later months in order and correct them where necessary. This feature does not automatically refund or reallocate any overpayment created by a correction.

## Monthly checklist

Correct property and utility; correct billing month; opening readings match the prior saved closing readings; new closing readings entered; new provider bill entered; allocation checked; calculation saved; collections recorded; backup created.

Manual version: 4.0 (for Rental Property Manager 2.0) - 22 October 2026
Developed and published by Tawilis | UEN 53532023W | © 2026 Tawilis. All rights reserved. This manual may be used by licensed users of Rental Property Manager for operating the Software and may not be redistributed as a substitute for an authorized copy.

*End of Manual — Developed by Tawilis*