Denovo Intelligent Cloud®

Intelligent Estate Agency

Introduction

This module addresses all the main issues facing solicitor Estate Agents and assists them in the management and operation of a busy property shop.

Intelligent Estate Agency Features:

- Property management.
- Enquiry management and co-ordination
- Ability to manage viewings.
- Property and enquiry matching service.
- Report and analysis production.

Managing Properties

The Property Management section has been designed to store important information about the property and the seller. From this section users can manage every aspect of the property, log its status, determine the nature and extent of the agency involvement, establish charge rates, attach photos and schedules, view new and previous matches and manage key release and return. There are extensive analysis fields that enable users to conduct sophisticated searches and to set up information so it is available for matching.

Property Details and Property Analysis

The information that is entered in these two screens contains details such as address, reference code and property type. It can also be tailored to your specification and includes details such as garden, double garage, heating type and is it near shops, transport and schools? This information allows the property to be matched against potential buyers general and specific requirements.

Property Agency

The Agency screen allows you to record details of your agency agreement with the seller. Additionally details such as closing date/time, date sold, price achieved and entry date are recorded.

Property Client

The Client screen will hold information relating to the seller such as name and address, as sometimes the sellers' address is different from that of the property being sold.

Property Valuation

The Valuation screen stores important information such as date of valuation instruction and receipt, the date it takes place and the results. It also allows you to store surveyors notes and comments.

Property Attachments

This screen allows you to store copies of photographs and schedules for the property in one place. From here the pictures and / or schedules can easily be retrieved.

Property Keys

This screen allows you to monitor the whereabouts of the keys to the property and provides a means of storing other essential information that may be required when arranging viewings for the property, such as alarm details.

Property New Matches

The system will automatically run a comparison against Prospects. If there is a match that has not previously been reported, then this screen will display the Prospects' details.

Property Previously Matched

You can move the Prospect from being a New Match to a Previous Match by selecting this option. Once a property has been flagged to show as a previous match the system will date stamp the entry so you can see when the match has been made.

Prospect Management and Co-ordination

From this section the user can manage multiple enquiries and matching. The Prospects' details and a specification of their requirements are taken and need only be entered once. There are also tools available to enable the user to report on the source of the enquiry and the nature of the enquiry. Matching reports are automatically run against properties when a new Prospect is created or existing one amended.

In the Prospect screen you can record details such as name, address, multiple telephone numbers and source of enquiry details.

Prospect Requirements

This area allows you to specify what the prospect is searching for. It contains categories such as price, number of bedrooms, garden and location.

Prospects New Matches

The system will automatically run a comparison between Prospects' requirements and the attributes of all properties currently on the system. If there is a match, that has not previously been reported, then this screen will display the property.

Previously Matched

In order to manage your matches, you can move the Match from being a New Match to a Previous Match by selecting this option. For example: for a first meeting with a Prospect you may have several matches. You could give the Prospect schedules or other details of these matches and move matches that have thus been activated on to the Previous Matches screen. This lets the system know which matches do not need to be made again for this Prospect.

Managing Enquiries

After a Prospect has been registered, they can then be linked to a property that they are interested in. The current status of the enquiry is shown together with the details of what has occurred with this enquiry to date. There is unlimited space for recording comments following schedule receipt, viewing and follow up etc.

Managing Viewings

This section of the system allows the users to manage and maintain viewings, including whether the Property Manager or the client is required to be present or whether both should be present!

Some Firms use dedicated viewing staff and this can be identified also. Users can record viewing dates and times and the results of the viewing.

This is a useful management tool to determine which viewing person carried out which viewing. Again there are selection criteria to enable the user to examine the viewings arranged in a variety of ways.

For further information about Intelligent Estate Agency and other products available from DENOVO, please don't hesitate to contact us and we will endeavour to respond to your enquiry as soon as possible.