



Rent & Utilities

AWARDS INSTRUCTION SHEET

The AWARDS Rent & Utilities feature is an optional database enhancement that provides users with a place to record rent and utility transactions, generate a pending payables list, view rent balances, and create payment and stipend worksheets. Rent & Utilities, which is located in the Operations module, also allows an agency to view reports of Maintenance Work Orders along with rent transactions.

Because the Rent & Utilities functionality is optional, it is not automatically available in all databases. To request that it be made available in your database, please contact your Foothold Client Services representative for more information.

In databases in which the Rent & Utilities feature is turned on, it is available to all AWARDS users with employee logins (with the exception of those whose access is limited by the "Restrict to Aggregate Data View" permission).



ABOUT THIS DOCUMENT

This document is intended to guide you through the process of working with each component of the Rent & Utilities functionality. Specific topics covered are:

- [Working with Rent & Utility Transactions](#) – Learn to add, update, and view transactions. Page 1
- [Creating Rent Payables](#) – Learn to create pending rent and sublease payable transactions. Page 4
- [Viewing a Rent Balances Report](#) – Learn to view all of a program's outstanding rent balances. Page 5
- [Working with Rental Worksheets](#) – Learn to fill out and view payment and stipend worksheets. Page 5

WORKING WITH RENT & UTILITY TRANSACTIONS

The Rent & Utilities feature allows users to enter data for rent transactions and create reports of those transactions. Each of those processes is described in detail in the sub-sections that follow.

ADDING OR UPDATING A TRANSACTION

To add or update a transaction, complete the following steps:

1. From the AWARDS *Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.

2. Click **Rent & Utilities**. The *Rent & Utilities* menu page is displayed. →

3. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program for which the transaction is to be added or updated. The default value is "All Addresses."

4. Click the **Database** drop-down arrow and select "Data Entry."

5. Click **CONTINUE**. The *Rent & Utilities* settings page is displayed. →

6. Click the **Apartments** drop-down arrow and select the apartment for which the transaction is to be added or updated.

The selection list includes the name of the current occupant next to each apartment. If an apartment is currently vacant, that is noted in the list in place of the occupant name.

7. By default, transaction data entry is limited to those transactions taking place in the last 90 days. If necessary, make changes to the default time period using the **Transaction Date Range** Starting and Ending fields (using mm/dd/yyyy format).

8. Click **CONTINUE**. The *Rent & Utilities* transaction data entry page is displayed. →

This page contains any existing transactions that took place within the date range specified on the previous page. It also contains a place to enter a new transaction.

9. Make updates to the existing transaction information as necessary, and/or use the blank transaction row to enter a new transaction. In either case, the fields and options on this page should be configured as follows:

Required fields/options are noted on the page with a red asterisk ().*

- **Date** - In this field type the date on which the transaction took place (using mm/dd/yyyy format), or select one using the date picker icon to the right of the field.
- **Type of Transaction** – Click this drop-down arrow and select the type of transaction being recorded. Available selections are "Rent," "Utilities," and "Sublease Payment."

If the transaction entity option is to be set to the occupant, the type selection you make here must be "Sublease Payment." If the agency is the entity, the type must be "Rent" or "Utilities."

- **Transaction Entity** – Click this drop-down arrow and select the transaction entity. Selections include the agency, and any occupants who resided in the apartment during the date range specified in step 7.

Transactions for which the entity is "agency" are considered agency expenses, and transactions for which the entity is an occupant are considered agency revenue.

- **Amount** – In this field type the amount of the transaction.

- **Payment Type** – Click this drop-down arrow and select the type of payment received. Available selections are “Check,” “Cash,” “Money Order,” and “Pending.”
- **Id No.** – If applicable, enter an ID number for the transaction in this field.


10. Click **UPDATE**. The transaction data is saved and a read-only confirmation page is displayed.


*To make additional changes to the transaction data at this time, or to add another transaction for this apartment, click **Add/Edit Transaction** to return to the Rent & Utilities transaction data entry page.*

The process of adding or updating a Rent & Utilities transaction is now complete.

VIEWING A TRANSACTION REPORT

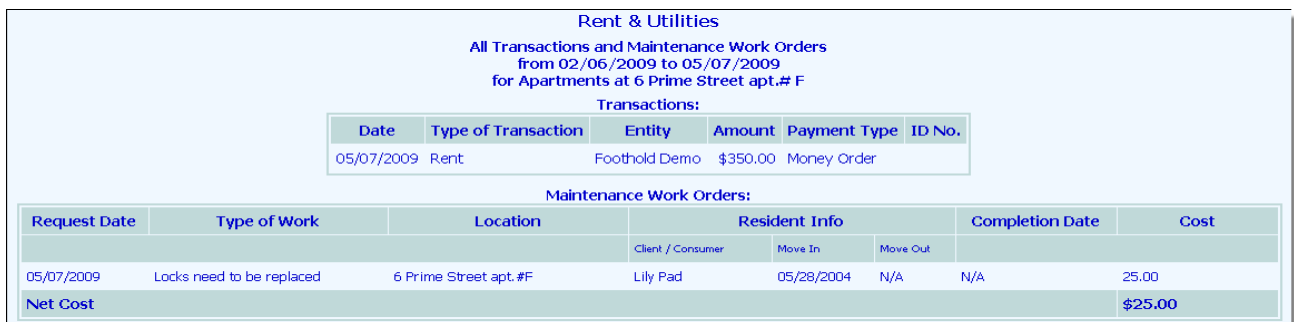
The read-only Rent & Utilities transaction report includes a list of transactions and maintenance work orders for a selected apartment during a specified date range. To view that report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* page is displayed.
3. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program for which the transaction report is to be run. The default value is “All Addresses.”
4. Click the **Database** drop-down arrow and select “Reports.”
5. Click **CONTINUE**. The *Rent & Utilities* settings page is displayed. 
6. Click the **Apartments** drop-down arrow and select the apartment for which the transaction report is to be viewed.



The selection list includes the name of the current occupant next to each apartment. If an apartment is currently vacant, that is noted in the list in place of the occupant name.

7. By default, the transaction report contents are limited to those transactions and work orders with dates in the last 90 days. If necessary, make changes to the default time period using the **Transaction Date Range** Starting and Ending fields (using mm/dd/yyyy format).
8. Click **CONTINUE**. The *Rent & Utilities* transaction report page is displayed.



Date	Type of Transaction	Entity	Amount	Payment Type	ID No.
05/07/2009	Rent	Foothold Demo	\$350.00	Money Order	

Request Date	Type of Work	Location	Resident Info			Completion Date	Cost
			Client / Consumer	Move In	Move Out		
05/07/2009	Locks need to be replaced	6 Prime Street apt.#F	Lily Pad	05/28/2004	N/A	N/A	25.00
Net Cost							\$25.00

This page contains a list of all rent & utility transactions and work order requests for this apartment that are dated in the range specified in step 7. The work orders portion of the page also shows when each of the apartment's occupants moved in and out (if applicable), and includes a net cost calculation for the listed work.

Work orders are entered using the Operations module Property Maintenance feature. For more information on using that feature, please see the corresponding section of AWARDS Online Help.

The process of viewing a transactions report is now complete.

CREATING RENT PAYABLES

When a rent amount has been specified for an apartment using the Operations module Leases feature, that value can be used to create pending rent transactions for the apartment. Likewise, any miscellaneous entitlements entered for a client in the Entitlements module that end with the word "rent" can be used to create pending sublease transactions. Those pending transactions can then be accessed and updated as needed using the steps outlined under "Adding or Updating a Transaction" on page 1.

For more information on the Operations module Leases feature, or the Entitlements module Certified Entitlements feature, see the corresponding sections of AWARDS Online Help.

To create pending rent and sublease payable transactions, complete the following steps:

1. From the AWARDS Opening Menu page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* menu page is displayed.

3. Click **Create Rent Payables**. The *Rent & Utilities: Create Rent Payables* page is displayed. →

4. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program for which the pending payables are to be created. The default value is "All Addresses."
5. By default the pending payable transactions are created for the current month and year. If necessary, use the **Month of Payments** month and year drop-down arrows to make new selections.
6. Click **CONTINUE**. The *Rent & Utilities: Pending Payments* page is displayed. →

Date	Type of Transaction	Transaction Entity	Location	Amount	Payment Type
05/01/2009	Sublease Payment	Lily Pad	6 Prime Street apt. # F	\$300.00	Pending
05/01/2009	Rent	Foothold Demo	6 Prime Street apt. # F	\$100.00	Pending

This page contains a list of all of the pending payments that were created using lease and entitlement records for the apartments and/or occupants of the selected program or address.

The date of all of the pending transactions on this page is the first of the month selected in step 5.

The process of creating rent payables is now complete.

VIEWING A RENT BALANCES REPORT

To view a read-only report of outstanding rent balances for a selected program or address, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* page is displayed.
3. Click the **Residence Street Addresses** drop-down arrow and select the residential program for which the rent balances are to be viewed, or select "All Addresses."

Individual address selections are not applicable here. If a specific address is selected the balances will be shown for all addresses instead.

4. Click **Rent Balances**. The *Rent & Utilities* outstanding rent balances page is displayed.

This page contains a table of all pending and sublease rent transactions for the selected program or address. Click an underlined column heading to sort the table contents by that value.

Rent & Utilities				
All Sample Program Outstanding Rent Balances				
<u>Date</u>	<u>Apartment</u>	<u>Occupant</u>	<u>Balance</u>	<u>ID No.</u>
05/01/2009	6 Prime Street F	Pad, Lily	\$300.00	

To update a pending rent transaction, complete the steps outlined under "Adding or Updating a Transaction" on page 1.

The process of viewing a rent balances report is now complete.

WORKING WITH RENTAL WORKSHEETS

An optional component of the Rent & Utilities feature – Rental Worksheets – enables users to generate and fill out two forms

- The Recipient Rental Payment Worksheet (referred to as the Payment Worksheet)
- The Supported Housing Rental Stipend Worksheet (referred to as the Stipend Worksheet)

These forms draw on data entered in the *AWARDS Operations* module Leases feature, and in the *Entitlements* module Certified Entitlements feature. Using that data, *AWARDS* automatically makes calculations for monthly rent transactions.

This portion of the *Rent & Utilities Instruction Sheet* is intended to guide you through the process of accessing and using both rental worksheets in data entry and report modes.

Because the Rental Worksheets component of the Rent & Utilities feature is optional, it is not automatically available in all databases. To request it be made available in your database, please contact your Foothold Client Services representative for more information.

FILLING OUT A PAYMENT WORKSHEET

To access and fill out a Payment Worksheet, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* page is displayed.
3. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program associated with the consumer for whom the Payment Worksheet is to be filled out.
4. Click the **Database** drop-down arrow and select "Data Entry."

5. Click **Rental Worksheets**. The *Rental Worksheets* settings page is displayed. 

6. Click the **Renter** drop-down arrow and select the consumer for whom the Payment Worksheet is to be filled out.

The Renter selection list is composed of all consumers currently occupying an apartment at the selected program or address.

7. Click the **Form** drop-down arrow and select "Payment."
8. Confirm that the **Database** selection is set to "Data Entry."
9. Click **CONTINUE**. If there is not a current Payment Worksheet for this consumer, the *Consumer Rental Payment Worksheet* page is displayed. Continue with step 12 for more information on filling out the worksheet.

If there IS a current Payment Worksheet for this consumer, you are instead presented with the option to **Edit Existing Payment Worksheet** or to **Close Out Current Payment and Stipend Worksheets and Create New Payment and Stipend Worksheets**. Continue with step 10.

10. Click the radio button next to the worksheet option that meets your needs. If you choose the close out option, be sure to specify an effective date for the new Payment and Stipend worksheets in the corresponding date field (using mm/dd/yyyy format).

When a new worksheet is created, all entitlement records associated with the existing worksheet are automatically closed.

11. Click **CONTINUE**. The *Consumer Rental Payment Worksheet* page is displayed.
12. Configure the required fields and options on this page as follows:
 - **Effective** – This field contains either the existing effective date (when editing a current Payment Worksheet) or the new effective date you specified on the previous page (when creating a new Payment Worksheet). To make changes to the date in either of these cases, overwrite the date that's presently there using mm/dd/yyyy format.
 - **Consumer Rental Payment** – A consumer rental payment value automatically drops into this field when the worksheet is opened. This default value is calculated using entitlements information (30% of the net income minus the estimated utility cost), but can be adjusted here if you must override the calculated amount.

- **Consumer Payment to** – Indicate who the consumer payment is being made to by clicking one of the available radio buttons: “Directly to Landlord” or “[your agency].” When working with existing worksheets the previously chosen option remains selected by default but can be changed at this time.

All other information on this worksheet is read-only, and is drawn from data entry done in the AWARDS Entitlements module. For example, the net income found on the Payment Worksheet is the sum of all income-generating entitlements, minus any adjustments.

13. To enter new entitlements information, or to update existing information, click **Entitlements**. An instructional pop-up is displayed, letting you know that any estimated utilities costs or public shelter allowance information must be entered into a Miscellaneous Entitlements record.

If it is not necessary to enter or update entitlements records at this time, please skip to step 16.

14. Click **OK** to acknowledge the entitlements data entry instructions. The *Certified Entitlements* page is displayed.
15. At this time a new entitlements record can be entered, or an existing record updated. Use the following guidelines when determining what type of entitlement should be entered:

- **Income-Generating Entitlements** – This type of entitlement record should be used when entering SSD, SSI, net wage, or other income source information.
- **Income Adjustments** – This type of entitlement record should be used when entering adjustment information.
- **Miscellaneous Entitlements** – This type of entitlement record should be used when entering estimated utilities costs or public assistance shelter allowance information.

If the consumer receives public assistance and 30% of their net income is less than the public assistance shelter allowance, the consumer rental payment will be the public shelter allowance amount.

Once the data entry is complete for the selected entitlement and you have clicked **UPDATE**, the Payment Worksheet is re-displayed.

For more information on entering or updating entitlement records, please see AWARDS Online Help.

16. Click **SAVE**. A read-only report version of the Payment Worksheet is displayed.

If in step 10 above you chose to close out both the Payment and Stipend Worksheets, click **Stipend Form** to fill out the newly created Stipend Worksheet. For more information on doing so, see “Filling Out a Stipend Worksheet” on page 7, beginning with step 10.

The process of filling out a Payment Worksheet is now complete.

FILLING OUT A STIPEND WORKSHEET

To access and fill out a Stipend Worksheet, complete the following steps:

The Payment Worksheet must be completed before the Stipend Worksheet.

1. From the AWARDS *Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* page is displayed.

3. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program associated with the consumer for whom the Stipend Worksheet is to be filled out.
4. Click the **Database** drop-down arrow and select "Data Entry."

5. Click **Rental Worksheets**. The *Rental Worksheets* settings page is displayed.

6. Click the **Renter** drop-down arrow and select the consumer for whom the Stipend Worksheet is to be filled out.

The Renter selection list is composed of all consumers currently occupying an apartment at the selected program or address.

7. Click the **Form** drop-down arrow and select "Stipend."
8. Confirm that the **Database** selection is set to "Data Entry."
9. Click **CONTINUE**. The *Consumer Rental Stipend Worksheet* page is displayed.
10. Configure the fields and options on this page as follows:

When working with an existing Stipend Worksheet, the previously configured values on this page remain in place but can be changed/overwritten at this time.

- **Effective** – In this field type or make changes to the Worksheet's effective date using mm/dd/yyyy format.
- **Reason for Change** – In this field type or make changes to a brief description of why the Worksheet is being created/updated; for example, an income or lease change.
- **Supervisor** – In this field type or make changes to the supervisor name.
- **Consumer Payment to** – Indicate who the consumer payment is being made to by clicking one of the available radio buttons: "Directly to Landlord" or "[your agency]."

If the consumer payment is to the landlord, the amount shown as the Monthly [your agency] Payment to Owner is the agency monthly rent stipend. If the consumer payment is to [your agency], then the Monthly [your agency] Payment to Owner is the monthly rent amount.

- **Other Resident Name** and **Other Resident Payment** – These fields are included on the worksheet if the apartment is shared with a person who is not recorded in the census of any of your agency's program. In these fields enter the name of the resident and any payment amount associated with that resident, respectively.

All other information on this worksheet is read-only, and is drawn from data entry done in the AWARDS Entitlements module and in the Operations module Lease Information feature.

Lease information, including the owner's name, owner's address, lease start and end dates, and monthly rental amount, can be entered using the Operations module Lease Information feature. This feature also captures the number of bedrooms for those situations when more than one person occupies an apartment and the number of bedrooms is used to allocate the individual rent payments. For more information on entering or updating lease information, please see AWARDS Online Help.

11. To enter new entitlements information, or to update existing information, click **Entitlements**. An instructional pop-up is displayed, letting you know that any estimated utilities costs or public shelter allowance information must be entered into a Miscellaneous Entitlements record.

If it is not necessary to enter or update entitlements records at this time, please skip to step 14.

12. Click **OK** to acknowledge the entitlements data entry instructions. The *Certified Entitlements* page is displayed.

13. At this time a new entitlements record can be entered, or an existing record updated. Use the following guidelines when determining what type of entitlement should be entered:

- **Income-Generating Entitlements** – This type of entitlement record should be used when entering SSD, SSI, net wage, or other income source information.
- **Income Adjustments** – This type of entitlement record should be used when entering adjustment information.
- **Miscellaneous Entitlements** – This type of entitlement record should be used when entering estimated utilities costs or public assistance shelter allowance information.

If the consumer receives public assistance and 30% of their net income is less than the public assistance shelter allowance, the consumer rental payment will be the public shelter allowance amount.

Once the data entry is complete for the selected entitlement, the Stipend Worksheet is re-displayed.

For more information on entering or updating entitlement records, please see AWARDS Online Help.

14. Click **SAVE**. A read-only report version of the Stipend Worksheet is displayed.

The process of filling out a Stipend Worksheet is now complete.

VIEWING A PAYMENTS AND STIPENDS REPORT

To view a read-only consumer rental payments and stipends report, complete the following steps:

1. From the *AWARDS Opening Menu* page, click **Operations**. The *Operations Menu* page is displayed.
2. Click **Rent & Utilities**. The *Rent & Utilities* page is displayed.
3. Click the **Residence Street Addresses** drop-down arrow and select the address or residential program for which the report is to be viewed. The default value is "All Addresses."
4. Click the **Database** drop-down arrow and select "Reports."
5. Click **Rental Worksheets**. The *Rental Worksheets* page is displayed.
6. Click the **Renter** drop-down arrow and select the consumer for whom the report is to be viewed.

If a specific renter is selected, the worksheet report will include signature lines. If "All Renters" is selected, the report will include one row for each renter with columns for net income, 30% of net income, estimated utility costs, consumer rental payment, agency monthly stipend, and [your agency] monthly payment to owner. A total amount is also shown for each of these columns.

7. If a specific renter was selected in step 6, click the **Form** drop-down arrow and select "Payment" or "Stipend" to indicate which worksheet report is to be viewed.
8. Confirm that the **Database** option is set to "Reports."
9. Click **CONTINUE**. The read-only report is displayed. The contents of this page vary based on whether a specific renter or "All Renters" was selected in step 6.

The process of viewing a payments and stipends report is now complete.