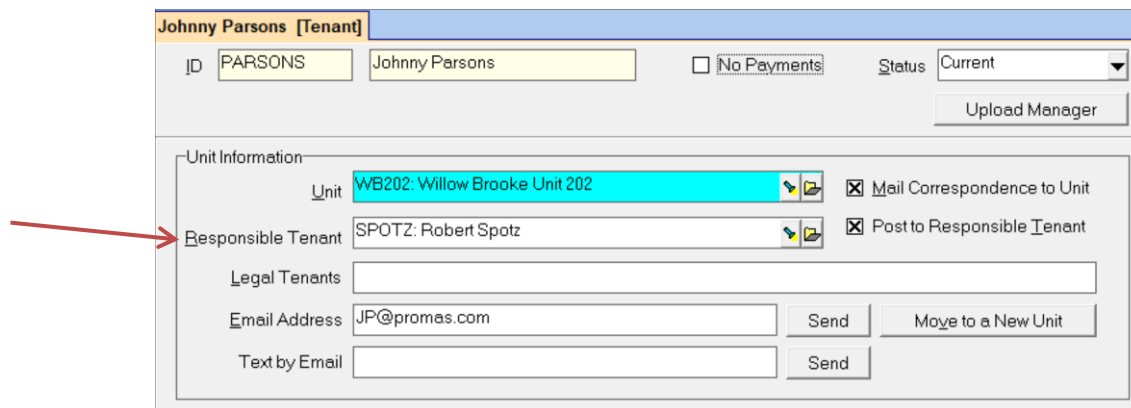


Overview

There are several options on handling multiple tenants in a unit. In all cases we recommend that a separate tenant profile be set up for each tenant. Whichever method described below you choose, each tenant will show on reports and on the drop down lists.

- They can be treated as separate tenants - the same as if they were the only tenant in the unit. All reporting and processing would be independent for each tenant.
- They can be treated as separate tenants for transaction posting and processing but for tenant statements be combined on one statement as separate sections. This is done by deciding on one tenant as the **Responsible Tenant** and choosing that tenant as the responsible tenant in the other profiles.

Non-responsible tenant



Johnny Parsons [Tenant]

ID: PARSONS | Name: Johnny Parsons | No Payments | Status: Current | Upload Manager

Unit Information:

Unit: WB202: Willow Brooke Unit 202 | Mail Correspondence to Unit

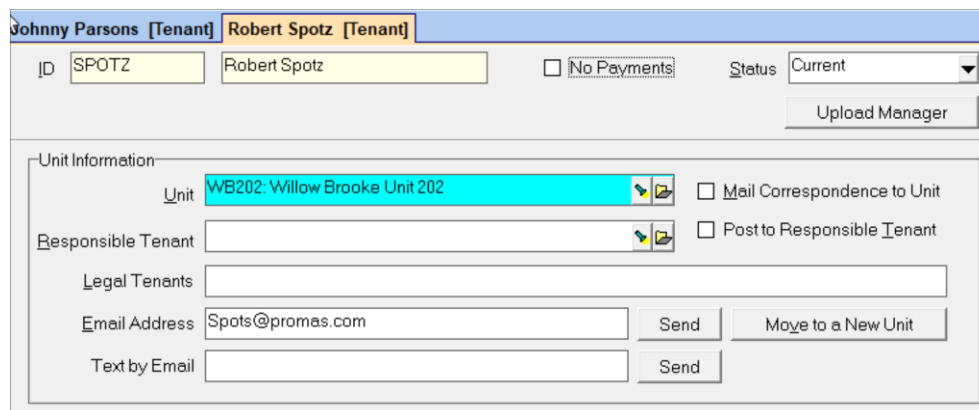
Responsible Tenant: SPOTZ: Robert Spatz | Post to Responsible Tenant

Legal Tenants: [Empty field]

Email Address: JP@promas.com | Send | Move to a New Unit

Text by Email: [Empty field] | Send

Responsible tenant



Johnny Parsons [Tenant] Robert Spatz [Tenant]

ID: SPOTZ | Name: Robert Spatz | No Payments | Status: Current | Upload Manager

Unit Information:

Unit: WB202: Willow Brooke Unit 202 | Mail Correspondence to Unit

Responsible Tenant: [Empty field] | Post to Responsible Tenant

Legal Tenants: [Empty field]

Email Address: Spots@promas.com | Send | Move to a New Unit

Text by Email: [Empty field] | Send

- They can be treated as one tenant for posting and all processing and be combined on statements. Each tenant history reflects all transactions for all tenants. This is done by deciding on one tenant as the **Responsible Tenant**, choosing that tenant as the Responsible Tenant in the other tenant profiles and marking the checkbox <Post to Responsible Tenant> in each of those profiles.
 - In this situation you would put the entire rent charge in the Responsible Tenant's profile. The other tenants would have \$0 rent. To differentiate transactions, we recommend you include the tenant name in the memo field on receipts by double clicking the label Memo on the Tenant Receipt screen.
 - If the checkbox "Use Memo for Check Number or Receipts" is marked in <<Setup, Environment Options, Dates>>, the name of the tenant selected (i.e. the roommate of the responsible tenant) will fill in the memo field when posting receipts.

Responsible Tenant

Tenant Profile

NOTE: Do a <Shift><Backspace> to clear this field. Do not select the tenant whose profile you are in as the responsible tenant.

Entering another tenant's name in this field will cause the tenant statement for this tenant to be printed with the tenant statement for that (responsible) tenant.

Post to Responsible Tenant

Marking this checkbox will cause this tenant's transactions to be posted to the responsible tenant's ledger. In tenant history, choosing either tenant will display all transactions posted in either tenant's name.

Before entering a responsible tenant in the field and marking the checkbox, be sure there are no outstanding charges against the non-responsible tenant. Once you assign him a responsible tenant and mark "Post to Responsible Tenant," transactions posted to him will not be seen in Tenant History. Only use this for tenants in the same unit or the same tenant is leasing multiple units from the same owner.

To see the transactions for the non-responsible tenant while in Tenant History, unmark the Show for Responsible checkbox.

Also be aware that any rent amount entered on the Lease tab for the responsible and for the non-responsible tenant will post to the responsible tenant when AR, Scheduled Receivables, Rent is run. Normally you would put the whole rent amount in the responsible tenant's profile and leave that field blank in the other profiles.

Choosing a responsible tenant

All tenants appear on the drop down list for Responsible Tenant. Be careful when choosing the tenant. If you want the drop down list to display only those tenants who are assigned to the same unit, go to Setup, Processing Defaults, RPM and enter "/RTLlist" in the Customized Programming Options field.

Considerations

The Responsible Tenant feature is useful when:

- there are multiple renters in a unit and
 - you want their statements to print together
 - you want all the transactions posted to one tenant's history to be merged with the responsible tenant's history
 - each tenant makes a rent payment but not always in the same amount
- there is one tenant in a unit and
 - Tenant is renting more than one unit from same owner - set up two unit profiles and two tenant profiles – make one of the tenants responsible to the other and mark the "Post to Responsible Tenant" checkbox. This will allow the tenant to make one payment covering both leases.

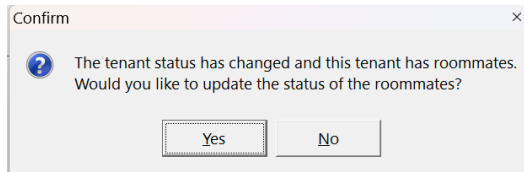
This feature was not designed to keep information about a spouse or a roommate that is not involved in making payments. In this circumstance you can set up the spouse/roommate as a tenant in the unit with no rent amount or use the Legal Tenant field. Do not enter anything into the responsible tenant field.

When not to use:

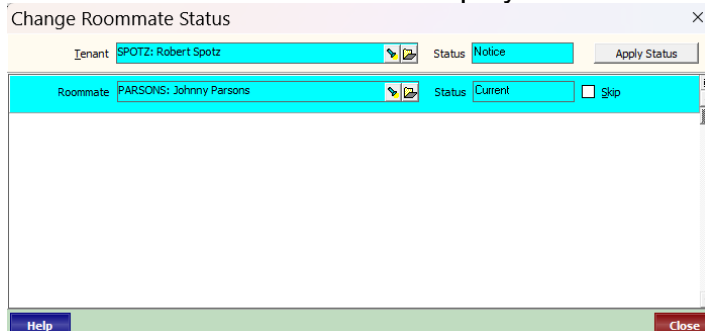
- One tenant renting more than one unit from different owners
- More than one tenant in the same unit with only one of the tenants making payments

While the responsible tenant feature is very powerful, it is also potentially dangerous if you make a tenant post to a responsible tenant whose unit is owned by another owner. Charges posted to that tenant will be paid off to the responsible tenant's owner.

If you change the status of one of the tenants a screen will display offering the opportunity to change all the status on all roommate tenants.



Click Yes and all tenants will display:



When you are ready to release and refund the security deposit you have the option to divide the refund check between the roommates. See [R-205 Security Deposit Refund](#), Situation J.