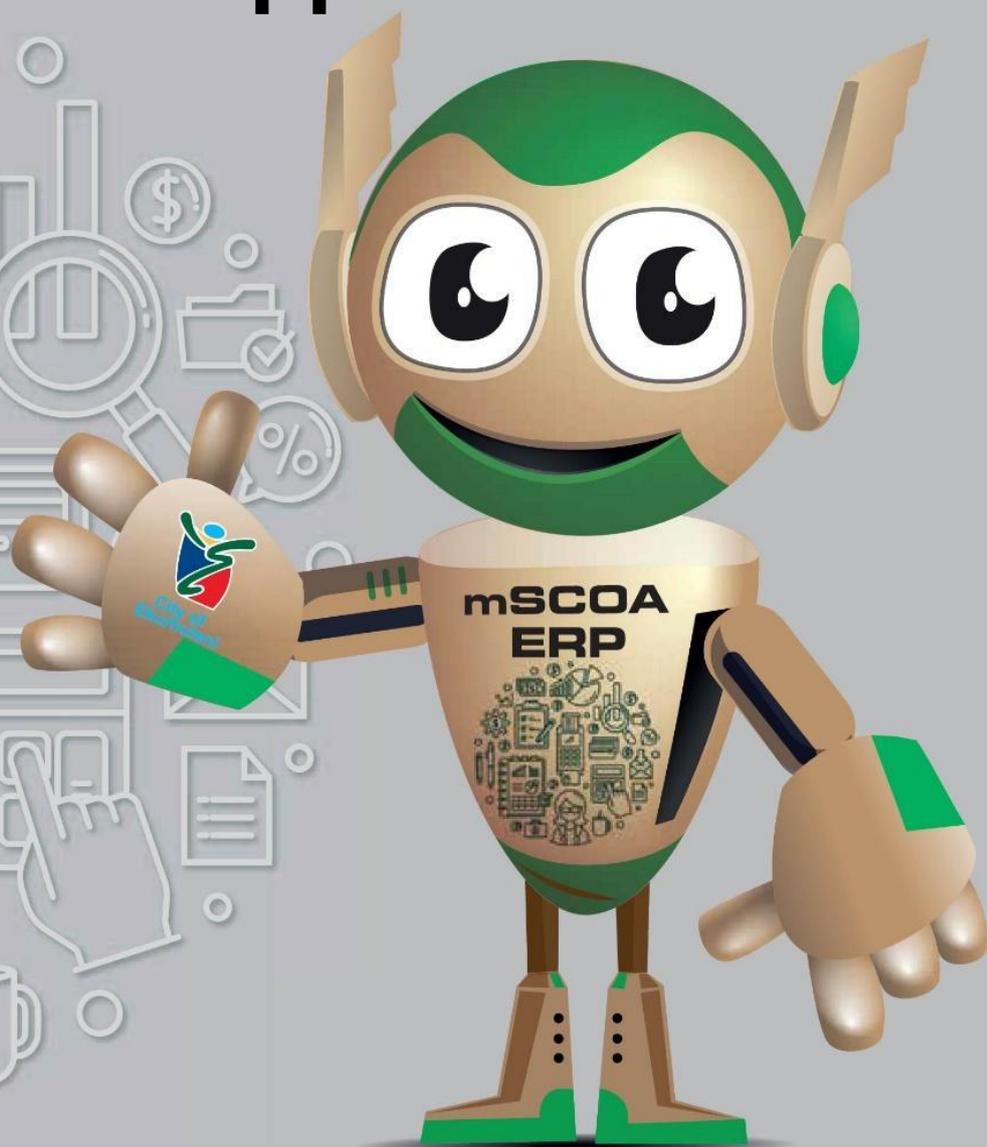


ERP Functional USER MANUAL

Training Manual

Property Lease Management Applicant/Tenant



OUR JOURNEY
TO A SMART DIGITAL CITY



TABLE OF CONTENTS

1	OVERVIEW	2
•	1.1 INTRODUCTION	2
•	1.2 mSCOA ERP	4
2	GENERAL SYSTEM INFORMATION.....	5
3	LEARNING REQUIREMENTS.....	6
4	LEARNING EXPECTATIONS.....	6
5	LEARNING JOURNEY	7
6	KEY AREAS OF LEARNING.....	8
7	LEARNING OUTCOMES.....	8
8	KEY ICONS WITHIN THE LEARNING MATERIAL	9
9	REGISTER USER PROFILE	10
10	LOGIN TO PLM.....	15
11	UPDATING YOUR PROFILE.....	18
12	SUBMITTING A LEASE APPLICATION FORM	24
13	CONFIRM UNIT OFFER	30
14	UPLOAD PROOF OF DEPOSIT PAYMENT	33
15	SELECTING SLOT FOR THE INSPECTION	36
16	SIGN LEASE AGREEMENT.....	39
17	GENERATE DEBIT ORDER AUTHORITY	43
18	SUBMIT NOTICE TO TERMINATE LEASE.....	47
19	HELPFUL HINTS	51
20	ASSESSMENTS OF SPECIFIC LEARNING OUTCOMES.....	52
21	NEXT STEPS	52

1 OVERVIEW

1.1 INTRODUCTION

City of Ekurhuleni (COE) has a mandate to promote the Smart City concept for transformation, growth, development and ensure that all Ekurhuleni's citizens derive sustainable benefit from technology development. The Information and Communication Technology (ICT) department has a responsibility to ensure that ICT goals are aligned to and support the City's mission and strategic objectives of becoming a Smart, Creative and Developmental City, and that optimum business value is realized from ICT related investment services and assets. Information and Communication Technology (ICT) is one of the key strategic enabling departments within the City. It uses and leverages on the implementation of technology to enable the City to deliver services effectively and efficiently.



Figure 1: City Model

The municipal reference model has been set as a standard capability reference for all the departments. It illustrates the core, enabling/ support functions and its relevant systems, and the different stakeholders involved.

Governance and Monitoring is an overarching capability providing an oversight to all capabilities in the municipality.

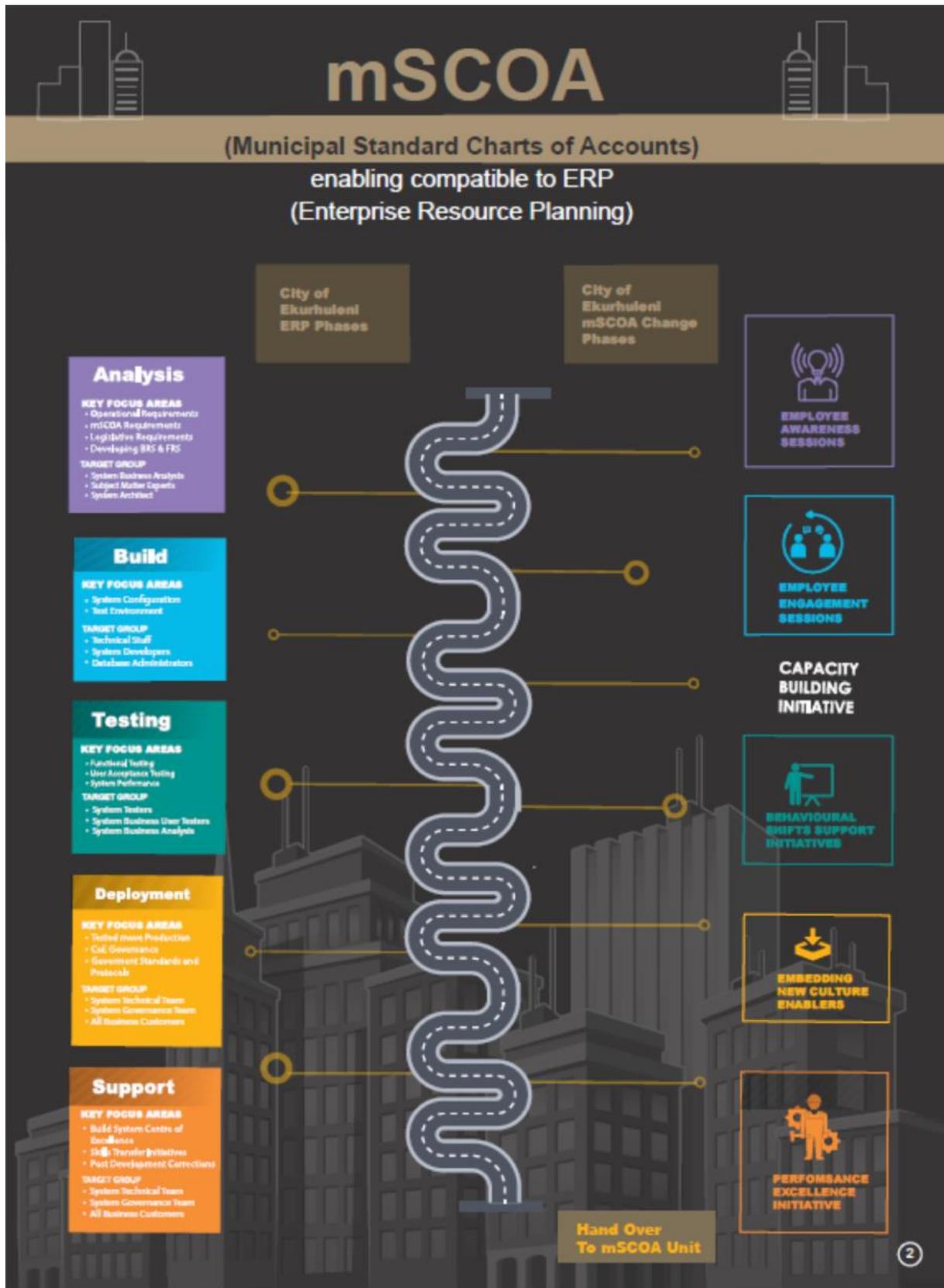
Strategy capability is responsible for all planning and budget related capability for the CoE municipality. Evaluating existing business unit strategy based on the company's strategy and eliminate unwanted/unnecessary resources/elements and re-consider necessary resources to meet the overall company's strategy.

Core capability is all the municipality business processes mandated by the municipal act, to provide all constitutionally mandated services as prescribed by the Section 4 B and Schedule 5 Part B of the constitution.

Enabling/Supporting capability is all the transversal function within the municipality, that provide support to core process with a view to deliver the municipal mandated services.

Enabling Technology is all the systems/ applications used by the municipality to support internal business process, each capability layer will comprise associated applications.

• 1.2 mSCOA ERP



2 GENERAL SYSTEM INFORMATION

Property Letting is one of the revenue generating streams within EHC, which is an entity owned by the city, its mandate is to manage the leasing of city owned flats, which are for social housing to people earning between R3500 and R15 000. EHC does not have any system to support their leasing function. Most of the processes are still managed manually using spreadsheets which has negative effect on operations and the reporting thereof. There is a need to implement a fully integrated system, that will support the Property Lease Management capability end to end for EHC.

3 LEARNING REQUIREMENTS

It is expected that learners have the following pre-requisites:

- Computer literacy
- A good understanding of the Property Lease Management (PLM) system.

This User Guide is intended for the following audience:

- Applicant/ Tenant

4 LEARNING EXPECTATIONS

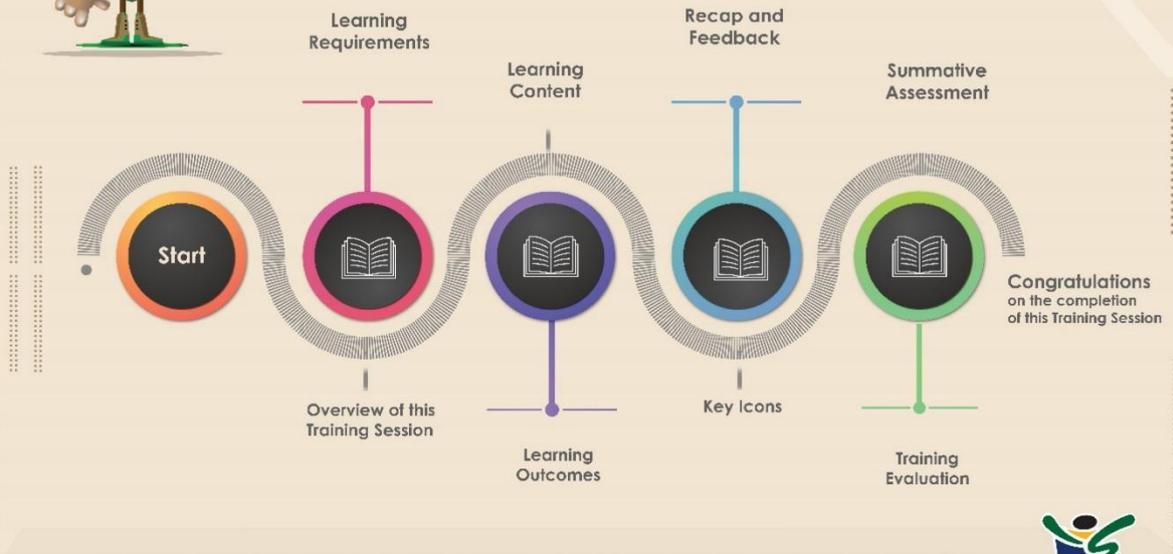
Understand System Concepts:

- System Login
- Submit Applications
- Document Uploads
- Signing Lease Agreement
- Authorize Debit Order

5 LEARNING JOURNEY



Welcome mSCOA ERP Learner!



a partnership that works
www.ekurhuleni.gov.za



6 KEY AREAS OF LEARNING

1	REGISTER USER PROFILE
2	LOGIN TO PLM
3	UPDATING YOUR PROFILE
4	SUBMITTING A LEASE APPLICATION FORM
5	CONFIRM UNIT OFFER
6	UPLOAD PROOF OF DEPOSIT PAYMENT
7	SELECTING SLOT FOR THE INSPECTION
8	SIGN LEASE AGREEMENT
9	GENERATE DEBIT ORDER AUTHORITY
10	SUBMIT NOTICE TO TERMINATE LEASE

7 LEARNING OUTCOMES

At the end of this module, you will be able to:

- Navigate the Property Lease Management system (PLM).
- Learn how to access information in the system and actioning applications.

8 KEY ICONS WITHIN THE LEARNING MATERIAL

	Note
	Activity
	Information
	Learning Outcomes

9 REGISTER USER PROFILE



After completing this sub-section, you will be able to successfully register a user profile on PLM.



The process begins when you as the Applicant/Tenant opens the Google chrome web browser and inputs the following link in the browser search pane; <https://propertylease.ekurhuleni.gov.za> , where you will be navigated to the City of Ekurhuleni Property Lease Management System (PLM) landing page.



As the Applicant/ Tenant, you must register a user account first on PLM, then you will be given access to login and apply for a property lease within the city.

Navigate



On this screen:

- Click **Profile** dropdown arrow on the left navigation panel.
- Click on the **Register** item.
- You will be navigated to the **Register** page.

Screen



Coe PLM Landing Page - Profile



- On the top section of the page, there are instructions regarding the completion of the required fields.
- These instructions need to be adhered to, in order to register swiftly.

Navigate



On this screen:

- Fill in all mandatory fields marked with a **Red Asterisk *** i.e:
 - First Name
 - Surname
 - RSA ID No
 - Username
 - Password
 - Confirm Password
 - Cellphone Number
 - Confirm Cellphone Number
 - Email Address
 - Confirm Email Address
- Tick the **I'm not a robot** checkbox.
- Click on the **Register** button

Screen

A screenshot of a mobile application screen titled "Property Lease Management Registration". The screen has a green header bar with a white hamburger menu icon. Below the header, the title "Property Lease Management Registration" is displayed. Underneath, there is a section titled "Instructions" with a white background and a light gray border. The text in the instructions section reads: "Welcome to the PLM registration page. Please complete the registration form to register on PLM as per the instructions below:". This is followed by a bulleted list of registration requirements: First Name, Last Name, RSA ID Number, Username, Password/Confirm Password (with a note on password length and complexity), Mobile Number/Confirm Mobile Number, and Email Address/Confirm Email Address. A final bullet point states: "Please note required fields are marked with a Red Asterisks *".

Property Lease Management Registration

Instructions

Welcome to the PLM registration page.
Please complete the registration form to register on PLM as per the instructions below:

- First Name - your name/s used before your surname.
- Last Name - your family name after your name/s.
- RSA ID Number - your valid RSA ID number.
- Username - a unique name that you can use to log in to PLM.
- Password/ Confirm Password - a password to secure your PLM account. Please repeat the same password for both fields to avoid typographical errors. The password has to be at least 6 characters long and contain at least 1 uppercase character, 1 lowercase character, a numeric character and a special character eg. !,@,#,\$,%,&,*.
- Mobile Number / Confirm Mobile Number - this is your principle Mobile Number that you regularly check. Please repeat the same Mobile Number for both field to avoid typographical errors.
- Email Address/ Confirm Email Address - this is your principle email that you regularly check. Please repeat the same email address for both field to avoid typographical errors.
- Use Email Address **OR** Mobile Number
- Please note required fields are marked with a **Red Asterisks ***

PLM Registration – Instructions

User Registration

First Name *

Surname *

RSA ID No *

Username *

Password *

Confirm password *

Cellphone Number *

Confirm Cellphone Number *

And

Email Address *

Confirm Email Address *

I'm not a robot  reCAPTCHA
Privacy - Terms

Register

PLM Registration - User Registration

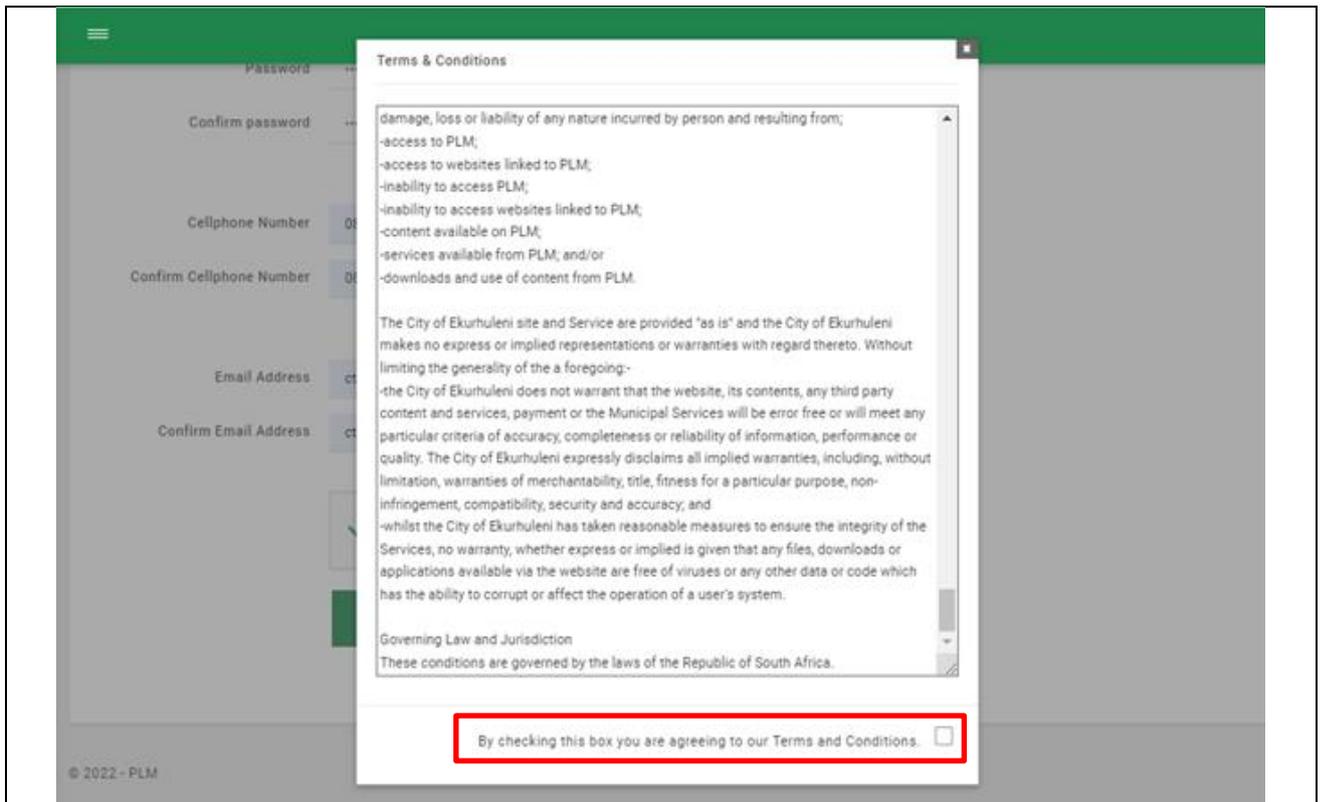
Navigate



On this screen:

- Once **Register** has been selected, the **Terms and Conditions** of using PLM will pop up.
- You are to read through the Terms and Conditions, scroll down and accept them, **By clicking here you agree to the Terms and Conditions** checkbox.

Screen



Registration – Terms & Conditions

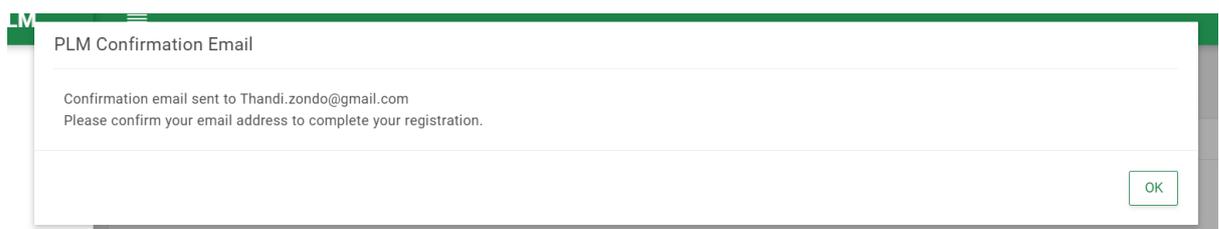
Navigate

On this screen:

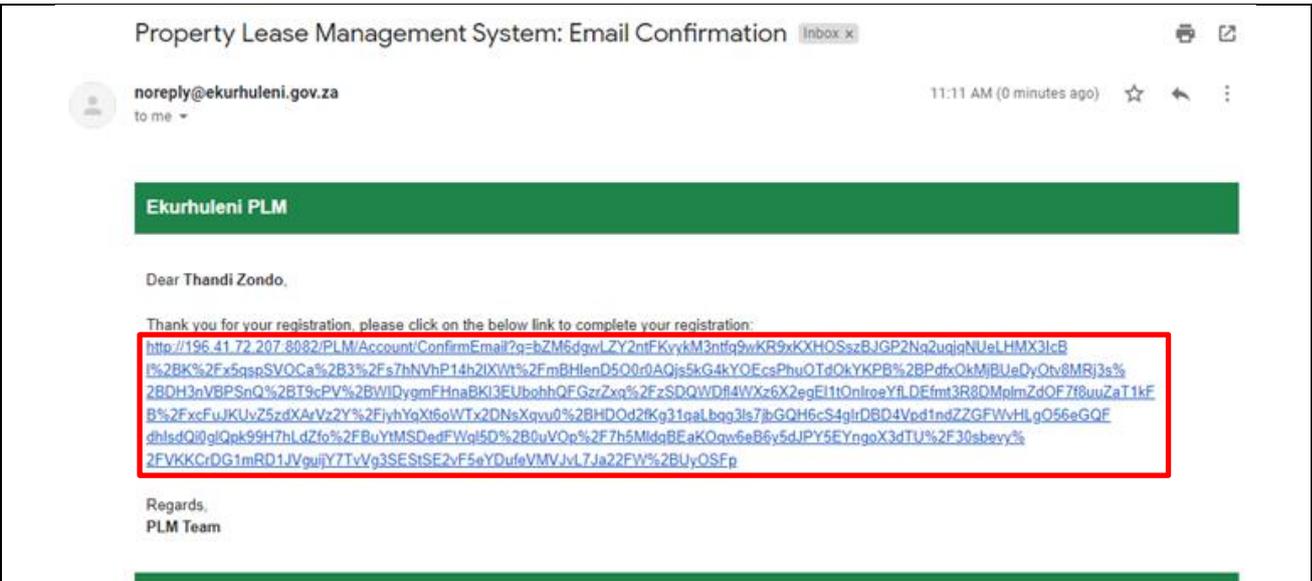


- A **Notification** message will popup regarding a confirmation email to be sent to the email address you provided.
- You must click **Ok** on the displayed pop-up and an email will be sent to you to complete the registration process.
- Click on the **Link** provided.
- You will be re-directed to PLM, with a notification: **Success! Account Activated.**
- Now you will be able to **Sign In** to PLM.

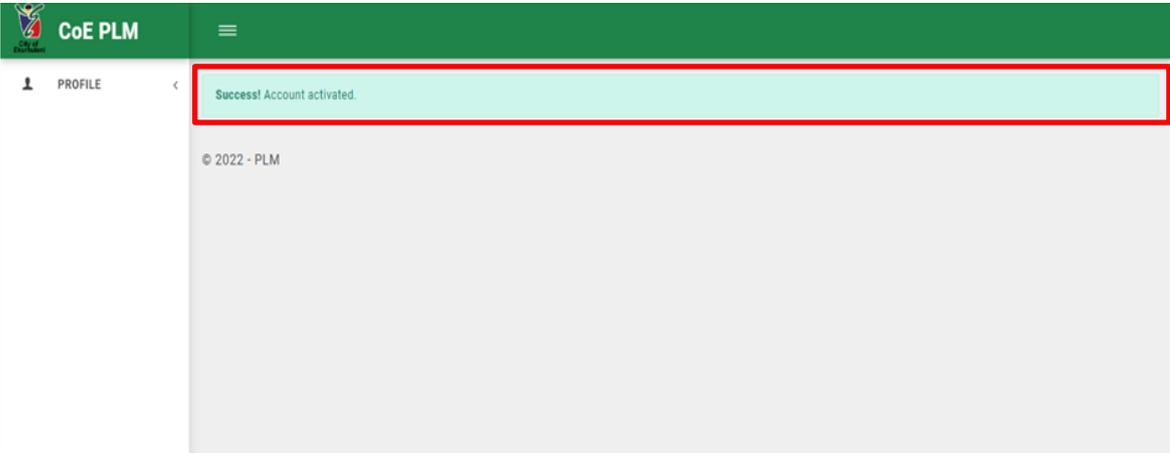
Screen



PLM Confirmation Email Popup



PLM – Email Confirmation



Success Notification – Account Activated

You have now successfully completed this sub-section

10 LOGIN TO PLM



After completing this sub-section, you will be able to successfully log into the PLM system.



Once your user account is activated, you are able to login.

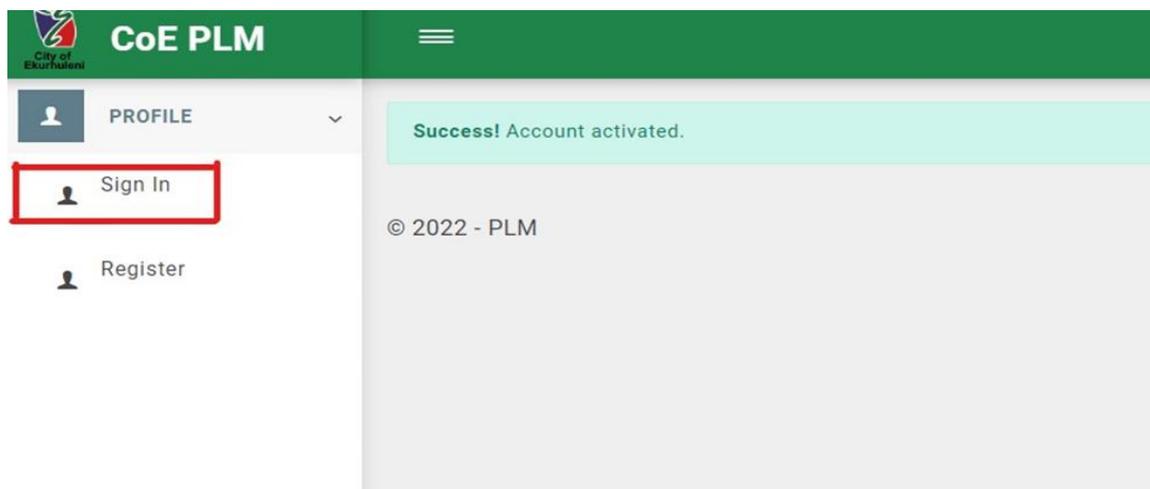
Navigate



On this screen:

- Click **Profile** dropdown on the left navigation panel.
- Click **Sign In**
- You will be navigated to the **Sign In** page.

Screen



Left Navigation Panel – Before Logging In



- The following links are provided:
 - Register - if a user has not already registered on RCS.
 - Forgot your Password - if a user has forgotten their password, a password recovery page is provided with an instruction tab to guide users on how to recover their password, demonstrated in this document (Forgot your Password - Section).
- Every time you login to PLM, you will receive an email notification.

Navigate



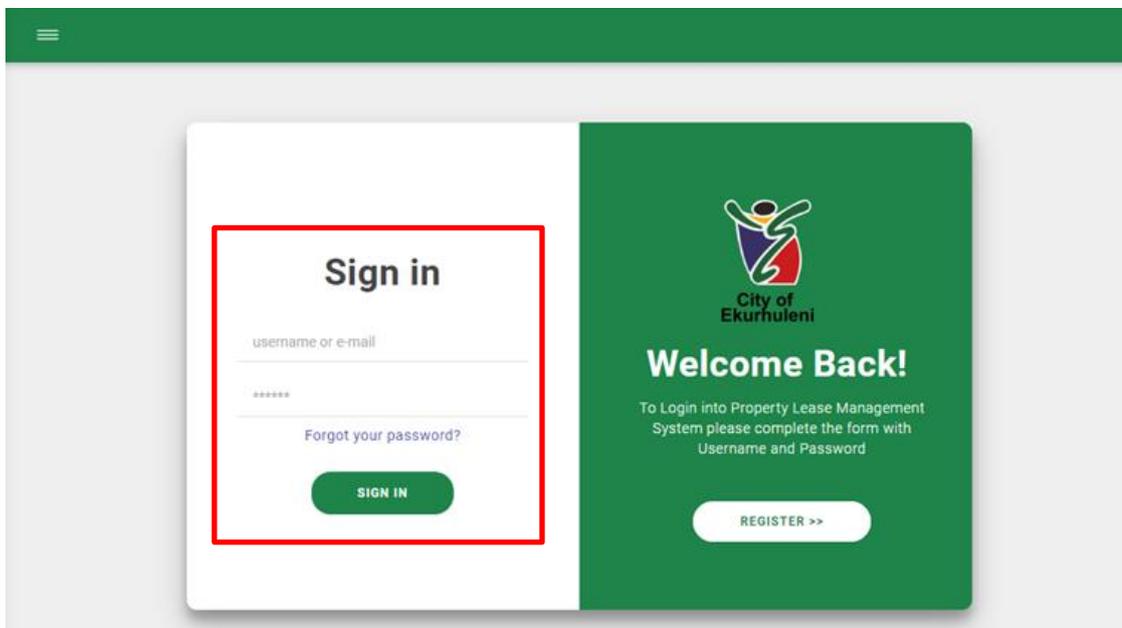
On this screen:

- Enter your active directory **Username** and **Password**
- Click on the **Sign In** button
- You will be re-directed to the **Customer Information** page, to update your profile, if it is your first time using the system.

OR

- You will be re-directed to the **Inbox Applications** page.

Screen



Sign In Page

Property Lease Management System Login Inbox x



noreply@ekurhuleni.gov.za
to me ▾

1:39 PM (2 minutes ago) ☆ ↶ ⋮

Ekurhuleni PLM

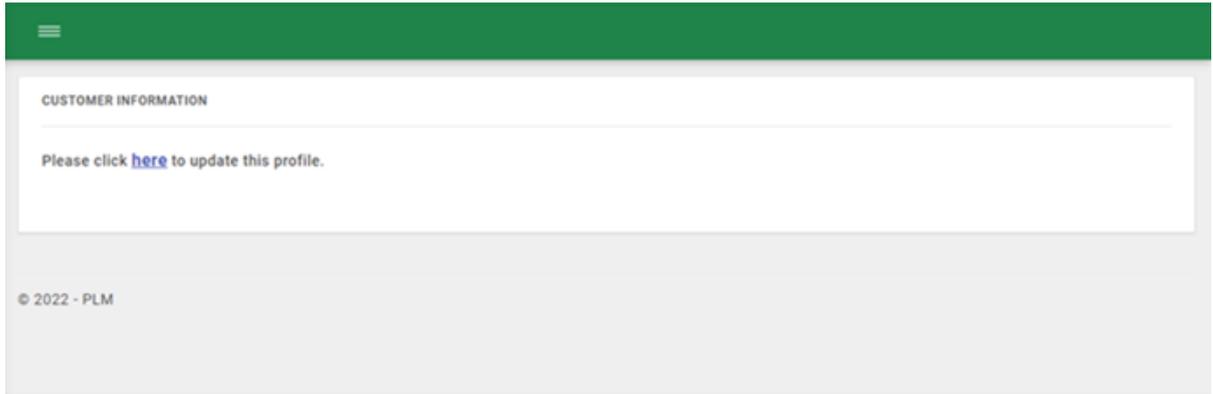
Dear Thandi Zondo,

Ekurhuleni Municipality Property Lease Management System login notification on Monday, 18 July 2022 1:39:17 PM

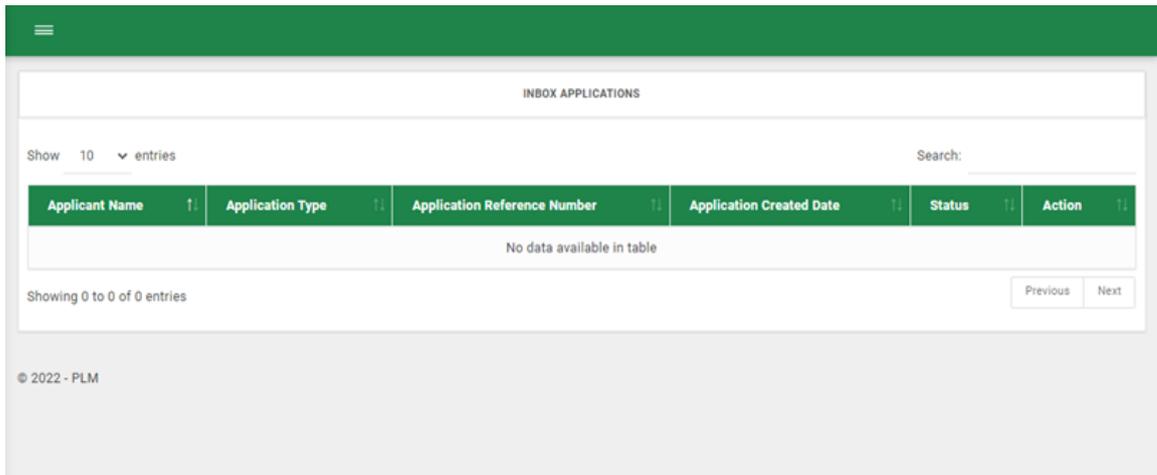
Regards,
PLM Team

To read City of Ekurhuleni's Disclaimer for this email click on the following address or copy into your Internet browser: <http://www.ekurhuleni.gov.za/email-disclaimer>

Email Notification - Login



Customer Information Page



Inbox Applications

You have now successfully completed this sub-section

11 UPDATING YOUR PROFILE



After completing this sub-section, you will be able to successfully update your profile details on the PLM.



For first time users, it is mandatory to update your profile, in order to submit PLM applications.

Navigate



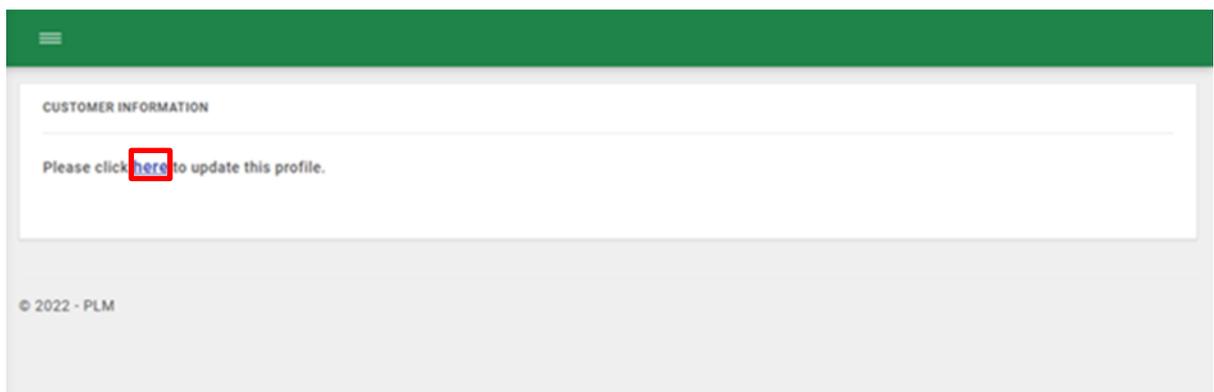
On this screen:

- Click **Here** link, to update your profile
- You will be re-directed to **Manage Profile Details** page.

OR

- Click **Profile** dropdown arrow on the left navigation panel.
- Click on your **Username**
- You will be re-directed to the **Manage Profile Details** page.

Screen



Customer Information Page



CoE PLM

City of Ekurhuleni

 PROFILE ▾

THANDIZ

LOG OFF

 PLM APPLICATIONS <

 NOTICE <

Left Navigation Panel

Navigate



On this screen:

- The customer will be required to complete/update all mandatory fields i.e:
 - First Name
 - Last Name
 - Title
 - Type of Id
 - ID/Passport
 - Gender
 - Cellphone
 - Home Phone
 - Work Phone
 - Unit No
 - Block/Complex Name
 - Street No
 - Street Name/Postal Box
 - Suburb/Postal Area
 - Postal Code
- Tick **I'm not a robot**
- Click on the **Save** button
- You will be navigated to the **Uploads Documents** page.

Screen

Manage Profile Details

Instructions

Customer Details

Customer Type *

First Name *

Last Name *

Title *

Type Of ID *

ID/ Passport No

Gender Male Female

Cell Phone *

Home Phone *

Work Phone *

Unit No *

Block/ Complex Name *

Street No *

Street Name/ Postal Box *

Suburb/ Postal Area *

Manage Profile Details

Suburb/ Postal Area *

Postal Code *

Is same as physical address? Yes

Unit No *

Block/ Complex Name *

Street No *

Street Name/ Postal Box *

Suburb/ Postal Area *

Postal Code *

I'm not a robot 

© 2022 - PLM

Manage Profile Details



Only the following file types can be uploaded, pdf, jpg, png and gif.

Navigate

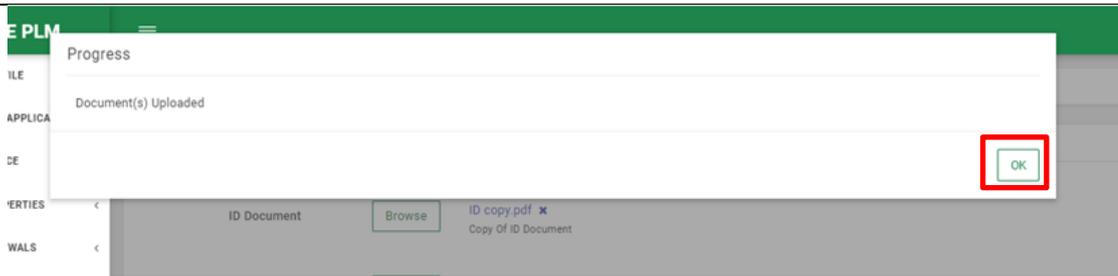


On this screen:

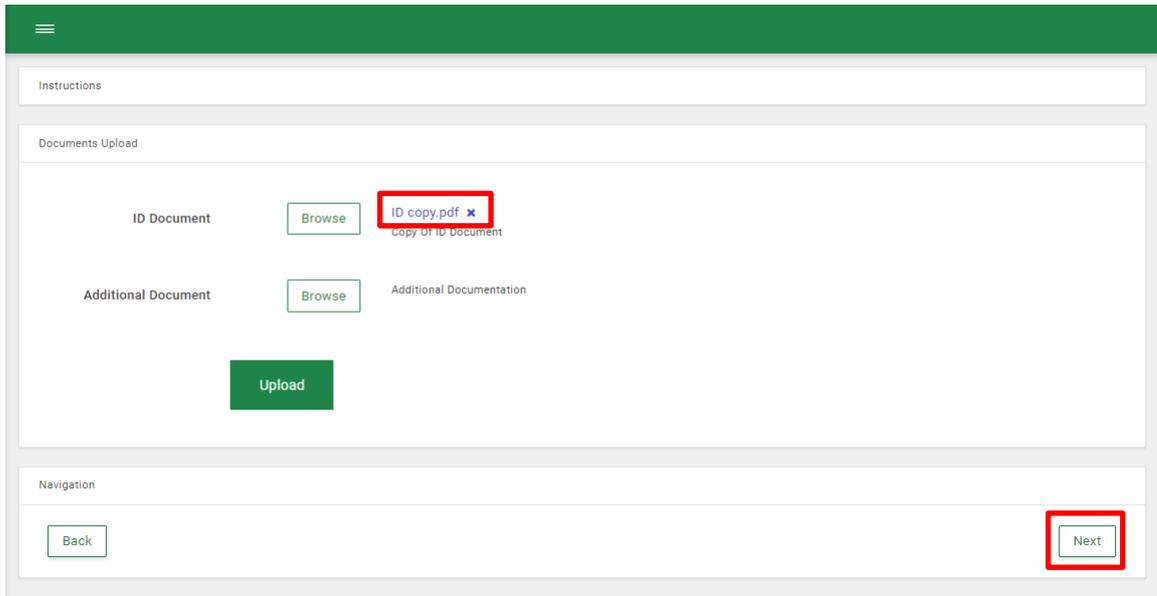
- Click **Browse** to select the document from your pc.
- Click the **Upload** button to upload the document.
- A popup notification will display: **Document(s) Uploaded.**
- Click **OK** to remove the popup box.
- Click the **Next** button
- You will be re-directed to the **Customer Information** page, with a note that **Your PLM Profile is Pending Approval** and this will need the approval from the PLM Administrator.
- Once the **PLM Profile** has been approved, you will be able to continue using the **PLM System.**
- You can now **Log Off** and wait to receive an email of your profile being activated.

Screen

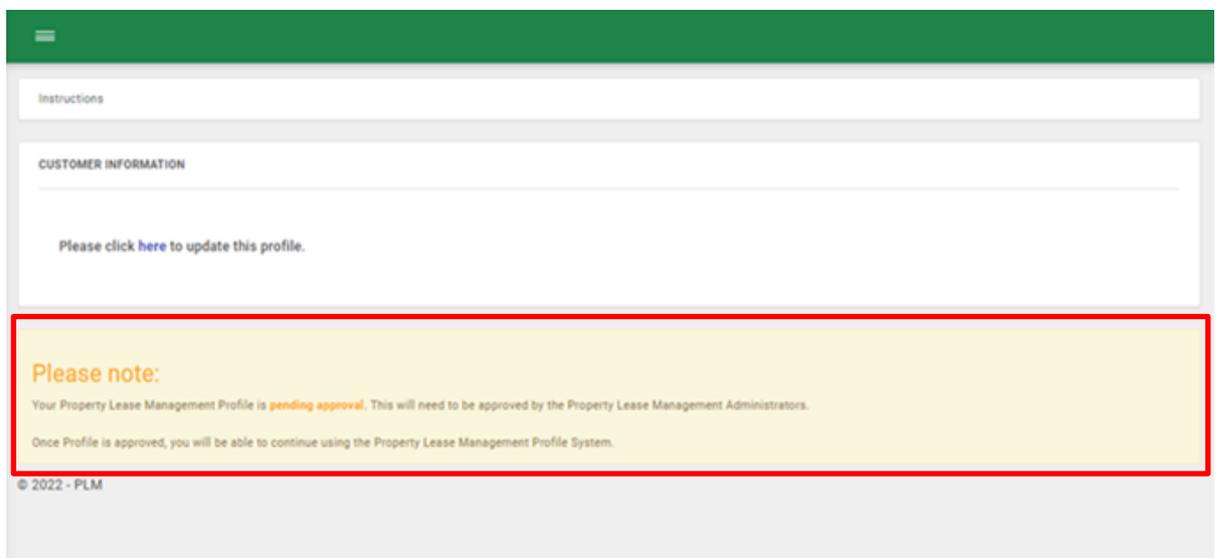
Documents Upload



Progress Popup Notification



Documents Uploaded



Customer Information Page – Pending Approval



noreply@ekurhuleni.gov.za
to me ▾

2:28 PM (5 minutes ago) ☆ ↶ ⋮

Ekurhuleni PLM

Dear Thandi Zondo,

Your profile will be reviewed by the Property Lease Management administration team. Once approved, you will be able to create plm applications. Please make sure that all required documents have been uploaded on your profile.

Regards,
PLM Team

To read City of Ekurhuleni's Disclaimer for this email click on the following address or copy into your Internet browser: <http://www.ekurhuleni.gov.za/email-disclaimer>

Email Notification – Awaiting Profile Approval

You have now successfully completed this sub-section

12 SUBMITTING A LEASE APPLICATION FORM



After completing this sub-section, you will be able to successfully submit a property lease application on the PLM system.



Once you receive a notification that your profile is approved, you can proceed to create and submit an application.

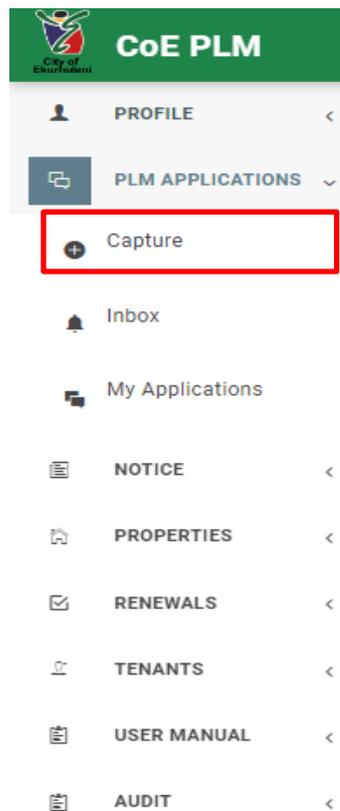
Navigate



On this screen:

- Click **PLM Applications** dropdown on the left navigation panel.
- Click **Capture** to commence with capturing of the PLM Application.

Screen



Left Navigation Panel



- Once an applicant type is selected, specific sections will be populated from information captured at registration point.
- The sections populated are as follows:
 - Applicant Information
 - Contact Information
 - Current Address

Navigate



On this screen:

- Select **Applicant Type** from the dropdown list.
- Upon selection of applicant type, additional fields will be expanded.
- Indicate whether you have a **Spouse**, by ticking on the checkbox.
- **Additional Spouse Fields** will be expanded and will need to be captured, such as:
 - First Name
 - Last Name
 - Gender
 - Title
 - Nationality
 - Spouse Contact Details
 - Spouse Address
 - As well as Spouse Income Source

Screen

Instructions

Capture Applicant Information
Upload Documents

1 Applicant Information 2 Document Upload

Applicant Information

Applicant Type* --Select Option--

Cancel Next

Capture Applicant Information

Applicant Information – Additional Fields

Spouse Details – Expanded Fields

Navigate



On this screen:

- Select **Income Source** from the dropdown list
- Capture the **Income** information, which is:
 - Gross Income
 - Net Income
- The **Total Income** will appear when you input the Net Income.
- Select the **Space Type** from the **House Required** dropdown list.
- Finally select your **Preferred Complex/ Area** for **Option 1** and **2**.
- Click **Next** to proceed.

Screen

Capturing Applicant Information

Navigate



On this screen:

- Click the **Browse** button and select the document from your computer files.
- The document will be attached. (The document name will reflect next to the browse button)
- Click the **Upload** button.
- A popup notification will display: **Document(s) Uploaded.**
- Click **Ok** to remove popup box.
- The document name will change from black text to blue.
- Click **Next** to proceed.

Screen

Documents Upload

Identity Document	<input type="button" value="Browse"/>	ID.pdf Copy of ID
Payslip/Proof of Pension Grant	<input type="button" value="Browse"/>	PAYSLIP.pdf Proof of income
Bank Statement	<input type="button" value="Browse"/>	Bank statement.pdf Three (3) months
Confirmation of Employment	<input type="button" value="Browse"/>	Proof of employment.pdf Proof of employment
Affidavit Document	<input type="button" value="Browse"/>	Affidavit document.pdf Affidavit
Proof of Residential Address	<input type="button" value="Browse"/>	proof of address.pdf Copy of Proof of Address
Additional Document	<input type="button" value="Browse"/>	additional document.pdf Additional Documentation

Uploading Documents

CoE PLM

Progress

Document(s) Uploaded

Progress Popup – Documents Uploaded

Documents Upload

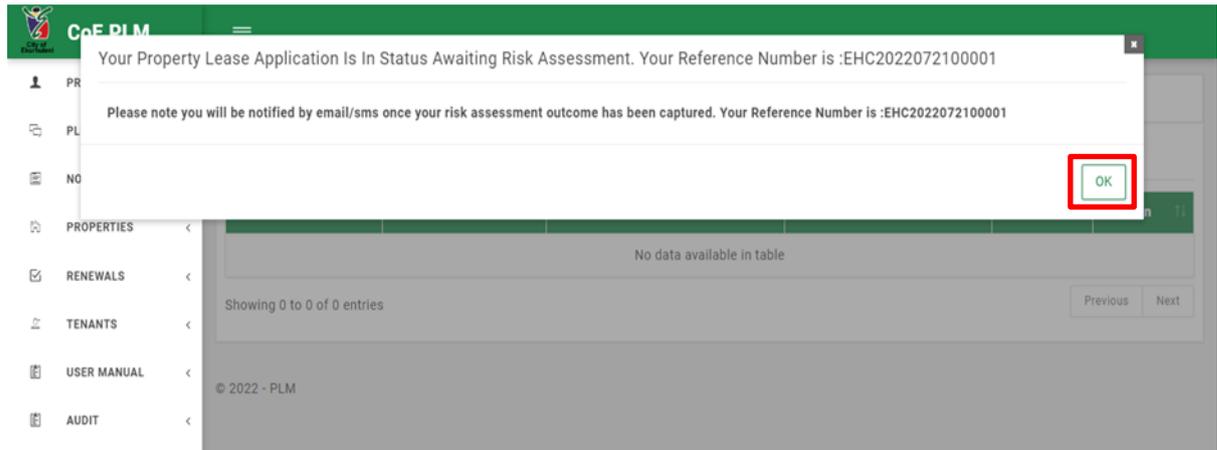
Identity Document	<input type="button" value="Browse"/>	ID.pdf ✖ Copy of ID
Payslip/Proof of Pension Grant	<input type="button" value="Browse"/>	PAYSLIP.pdf ✖ Proof of income
Bank Statement	<input type="button" value="Browse"/>	Bank statement.pdf ✖ Three (3) months
Confirmation of Employment	<input type="button" value="Browse"/>	Proof of employment.pdf ✖ Proof of employment
Affidavit Document	<input type="button" value="Browse"/>	Affidavit document.pdf ✖ Affidavit
Proof of Residential Address	<input type="button" value="Browse"/>	proof of address.pdf ✖ Copy of Proof of Address
Additional Document	<input type="button" value="Browse"/>	additional document.pdf ✖ Additional Documentation

Uploaded Documents



- You will be re-directed to the Inbox Applications page.
- A pop up will display your Reference Number and Your Property Lease Application Status as: Awaiting Risk Assessment.
- You will be notified by email/ sms, once your risk assessment outcome has been captured.

Screen



Inbox Application Page – Application Status and Ref No. Popup

You have now successfully completed this sub-section

13 CONFIRM UNIT OFFER



After completing this sub-section, you will be able to confirm the unit offer.



- When the Risk Assessment is approved , you will receive an email, stating that the application has been placed in the waiting list for available unit offers. You will be notified once matched.
- Once you have received the email regarding an available unit matched to your application, you are required to confirm the offer.



The Application Status will be Available Unit Matched.

Navigate



On this screen:

- Once logged in, you will be on the **Inbox Applications** page.

OR

- Select **Inbox** under **PLM Applications** item on the navigation panel.
- You will be navigated to the **Inbox Applications** page.
- Click the **View** button on the application of choice.
- You will be navigated to the **Matched Unit Offer** page.

Screen

The screenshot displays the 'CoE PLM' system interface. On the left, a navigation menu includes 'PROFILE', 'PLM APPLICATIONS', 'Capture', 'Inbox' (highlighted with a red box), 'My Applications', 'NOTICE', 'PROPERTIES', and 'DFNFWAI'. The main content area is titled 'INBOX APPLICATIONS' and shows a table with one entry. The 'View' button for this entry is highlighted with a red box.

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	Available Unit Matched	View

Inbox Applications

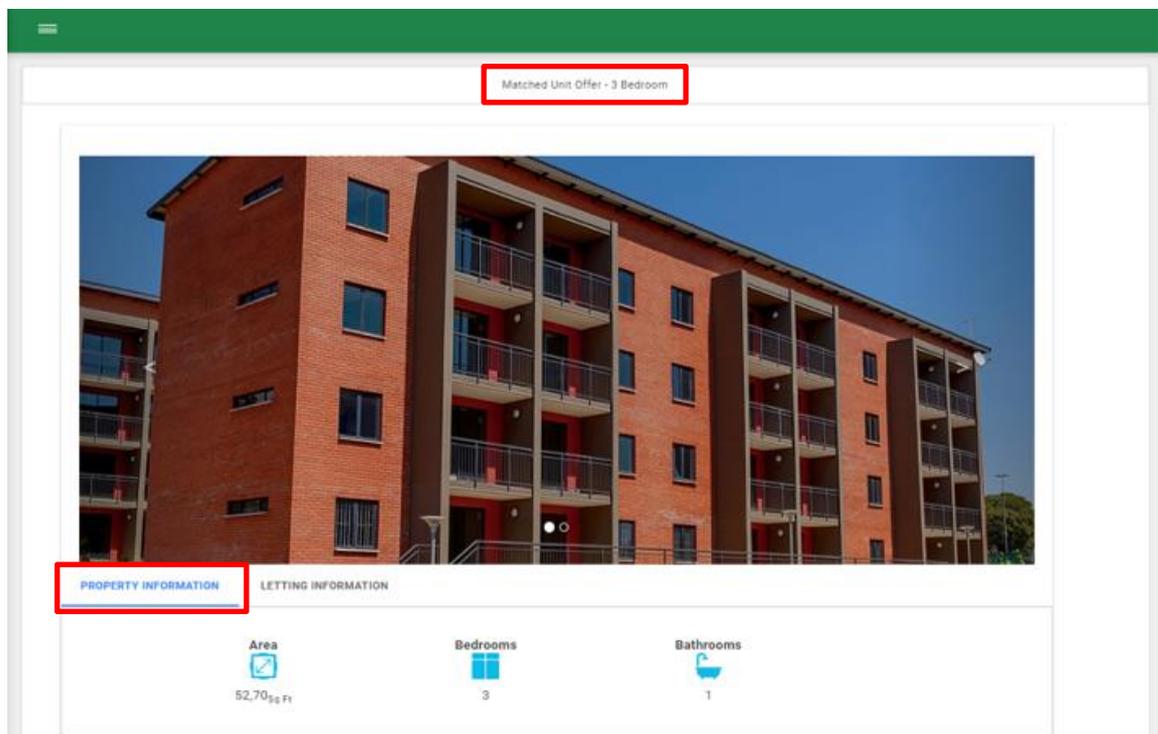
Navigate



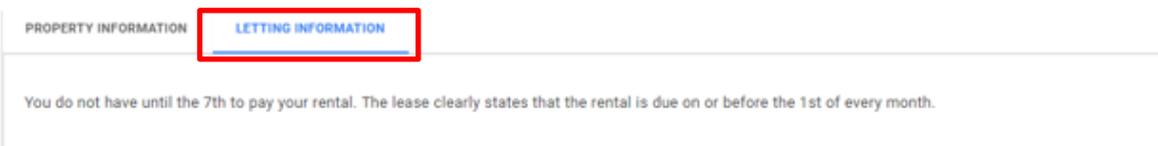
On this screen:

- You will have a view of the **Matched Unit Offer** image.
- **Property Information** is given, such as:
 - Area
 - Bedrooms
 - Bathrooms
- Click on **Letting Information**
- **Letting information** will be displayed.

Screen



Matched Unit Offer and Property Information



Letting Information



- Rejecting an offer:
 - First time, you will retain your space in the waiting list.
 - Second time, you will be removed from the waiting list.

- Matched units that have not been accepted after 30 days will be treated as rejections.

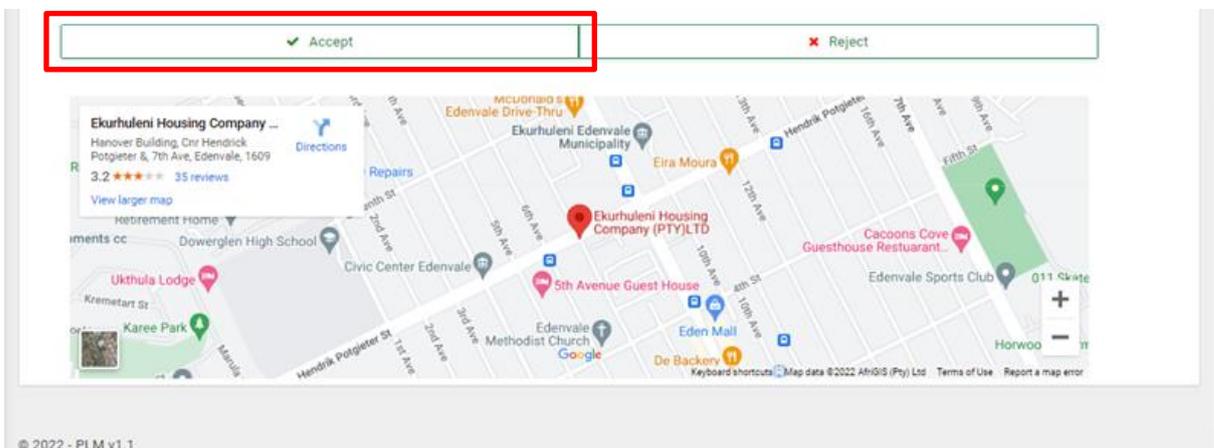
Navigate



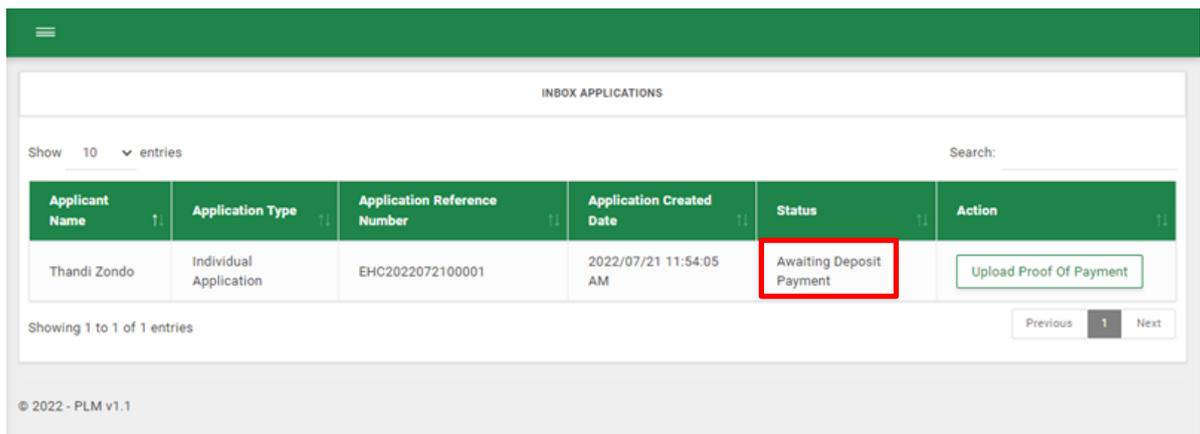
On this screen:

- You will have map view of the matched property.
- Click **Accept**, in agreement to the unit offer.
- You will be re-directed to the **Inbox Application** page.
- The application status is now changed to **Awaiting Deposit Payment**.

Screen



Accepting Unit Offer



Inbox Applications

You have now successfully completed this sub-section

14 UPLOAD PROOF OF DEPOSIT PAYMENT



After completing this sub-section, you will be able to upload proof of deposit payment.



- When you accepted the property available, you will receive an email with the deposit amount.
- Once the deposit has been made, you are required to upload the proof of payment.



The application status will be Awaiting Deposit Payment.

Navigate



On this screen:

- Under **Inbox Applications**, click **Upload Proof of Payment** on the requested application.
- You will be navigated to the **Documents Upload** page.

Screen

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	Awaiting Deposit Payment	Upload Proof Of Payment

Inbox Applications

Navigate

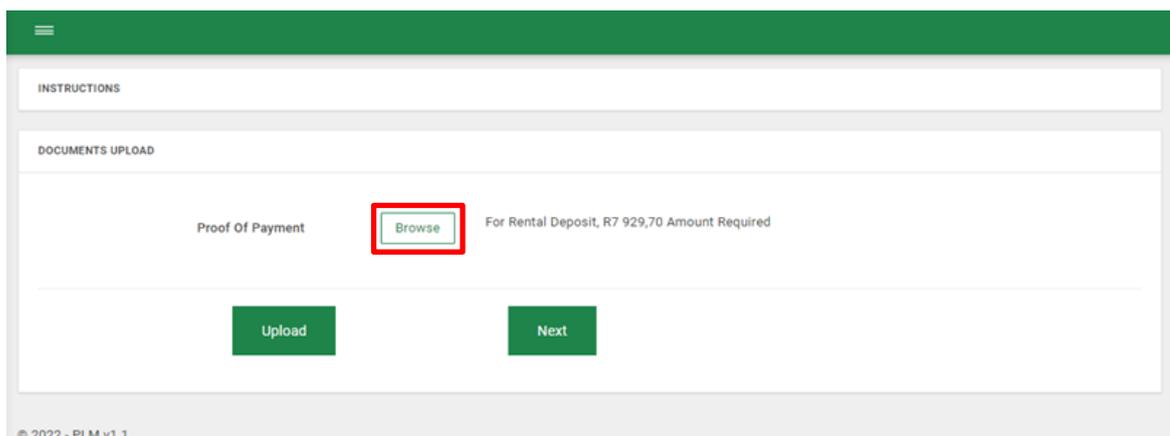


On this screen:

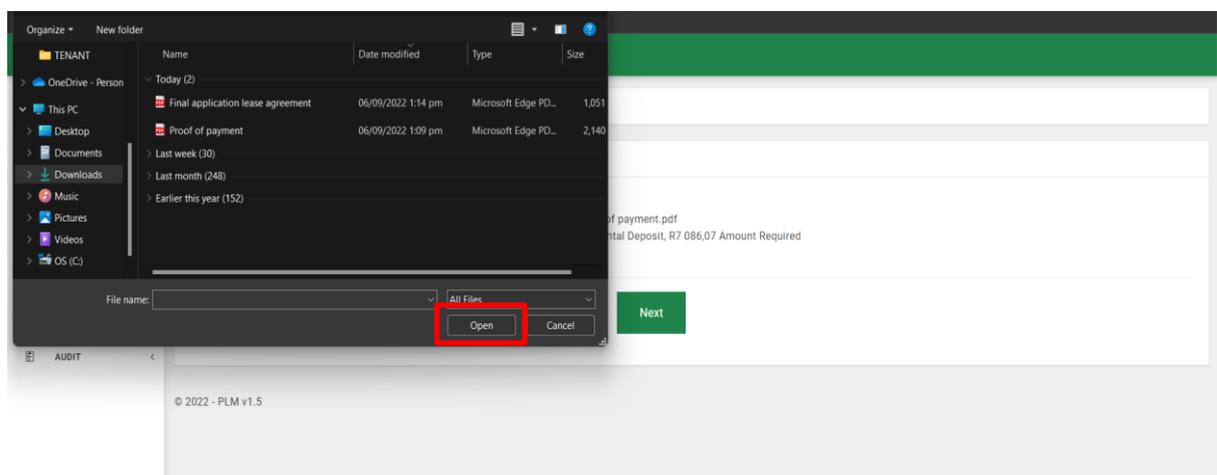
- Click on the **Browse** button

- Select the necessary document from your computer files.
- Click on the **Open** button
- The document will be attached. (The document name will reflect next to the browse button)
- Click **Upload** to proceed with the upload.
- A popup notification will display: **Document(s) Uploaded.**
- Click **Ok** to remove popup box.
- The document name will change from black text to blue.
- Click on the **Next** button
- You will be navigated to the **Inbox Applications** page, whereby your application would have left this queue.

Screen



Documents Upload Page



Selecting Document from Computer Files

INSTRUCTIONS

DOCUMENTS UPLOAD

Proof Of Payment **Deposit Proof of Payment.pdf**
For Rental Deposit, R7 929,70 Amount Required

Documents Attached

CoE PLM

Progress

Document(s) Uploaded

Proof Of Payment **Deposit Proof of Payment.pdf** ✕
For Rental Deposit, R7 929,70 Amount Required

Progress Popup – Documents Uploaded

INSTRUCTIONS

DOCUMENTS UPLOAD

Proof Of Payment **Deposit Proof of Payment.pdf** ✕
For Rental Deposit, R7 929,70 Amount Required

Uploaded Document

INBOX APPLICATIONS

Show 10 entries Search:

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
No data available in table					

Showing 0 to 0 of 0 entries

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Inbox Applications Page

You have now successfully completed this sub-section

15 SELECTING SLOT FOR THE INSPECTION



After completing this sub-section, you will be able to select a slot for the inspection.



Once you have received an invite with the available dates and timeslots to meet for the unit inspection, you need to select the slot which would suit you best.



The application status will be In Awaiting Unit Inspection Schedule.

Navigate



On this screen:

- Click the **View Inspections Schedule** button on the application of choice.
- You will be navigated to the **Unit Inspection Schedule** page.

Screen

The screenshot shows the 'Inbox Applications' page with a table of applications. The table has columns for Applicant Name, Application Type, Application Reference Number, Application Created Date, Status, and Action. One application is listed for Thandi Zondo, with a status of 'In Awaiting Unit Inspection Schedule'. The 'View Inspection Schedule' button in the Action column is highlighted with a red box.

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	In Awaiting Unit Inspection Schedule	View Inspection Schedule

Inbox Applications Page



- Under **Application Details** sub-section, clicking on the **View** button gives you access to view information on the application, such as:
 - Application Details
 - Applicant Details
 - History
 - Documents

Navigate



On this screen:

- From the list of available **dates and times**, make a selection by ticking the checkbox.
- A confirmation popup box will display, **Are you sure you want to approve the selected date and timeslot?** Click **Yes, I am sure!** to acknowledge.
- You will be re-directed to the **Inbox Applications** page.

Screen

The screenshot displays a web application interface. At the top, there is a green header with a menu icon. Below the header, there is an 'Instructions' section with the text: 'Select your preferred schedule by clicking it on the table below.' The main content area is titled 'APPLICATION DETAILS' and contains a table with the following data:

Applicant	Application Type	Application Reference No.	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	In Awaiting Unit Inspection Schedule	View

Below the table, there is a section titled 'Unit Inspection Schedule' with a 'Show 10 entries' dropdown. It contains a table with the following data:

Date To Schedule	Time Slot	Action
2022/08/15	10H00 To 11H00	<input type="checkbox"/>
2022/08/15	11H00 To 12H00	<input type="checkbox"/>
2022/08/15	14H00 To 15H00	<input type="checkbox"/>

At the bottom of the 'Unit Inspection Schedule' section, there is a 'Cancel' button.

Unit Inspection Schedule

The screenshot shows a confirmation popup box with a white background and a grey border. It features an information icon at the top center. The text inside the popup reads: 'Are you sure you want to approve 10H00 To 11H00 2022/08/15?'. At the bottom, there are two buttons: 'No!' and 'Yes, I am sure!'. The 'Yes, I am sure!' button is highlighted with a red box.

Confirmation Popup

☰

INBOX APPLICATIONS

Show 10 ▾ entries Search:

Applicant Name ↑	Application Type ↑	Application Reference Number ↑	Application Created Date ↑	Status ↑	Action ↑
No data available in table					

Showing 0 to 0 of 0 entries

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Inbox Applications Page

You have now successfully completed this sub-section

16 SIGN LEASE AGREEMENT



After completing this sub-section, you will be able to sign the lease agreement.



Once you have received a notification that a new case has been allocated to you in lease agreement generated status, you are required to login and sign the lease agreement.



The application status will be Lease Agreement Generated.

Navigate



On this screen:

- Click the **Agreement Validation** button on the application of choice.
- You will be navigated to the **Generated Lease Agreement** page.

Screen

INBOX APPLICATIONS

Show 10 entries Search:

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	Lease Agreement Generated	Agreement Validation

Showing 1 to 1 of 1 entries

Previous 1 Next

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Inbox Applications



When a Rejection status is chosen, you are required to capture a comment.

Navigate



On this screen:

- Under **Evaluating Application** sub-section, clicking on the **View** button gives you access to view information on the application, such as:
 - Application Details
 - Applicant Details
 - History
 - Documents
- Click on the **View** button under the **Document** column.
- The **Lease Agreement** will be downloaded to your computer files for your viewing.
- After viewing the Lease, select **Approved** option next to **Signature**.
- Select **Approval Status**
- Click on the **Submit** button.
- A confirmation popup box will display, **Are you sure you want to submit this lease agreement?** Click **Yes, I am sure!** to acknowledge.
- You will be re-directed to the **Property Lease Agreement** page.

Screen

EVALUATING APPLICATION

Show 10 entries Search:

Reference Number	Applicant Type	Status	Captured Date	Customer Name	Action
EHC2022072100001	Individual Application	Lease Agreement Generated	2022/07/21 11:54:05 AM	Miss Thandi Zondo	View

Showing 1 to 1 of 1 entries Previous 1 Next

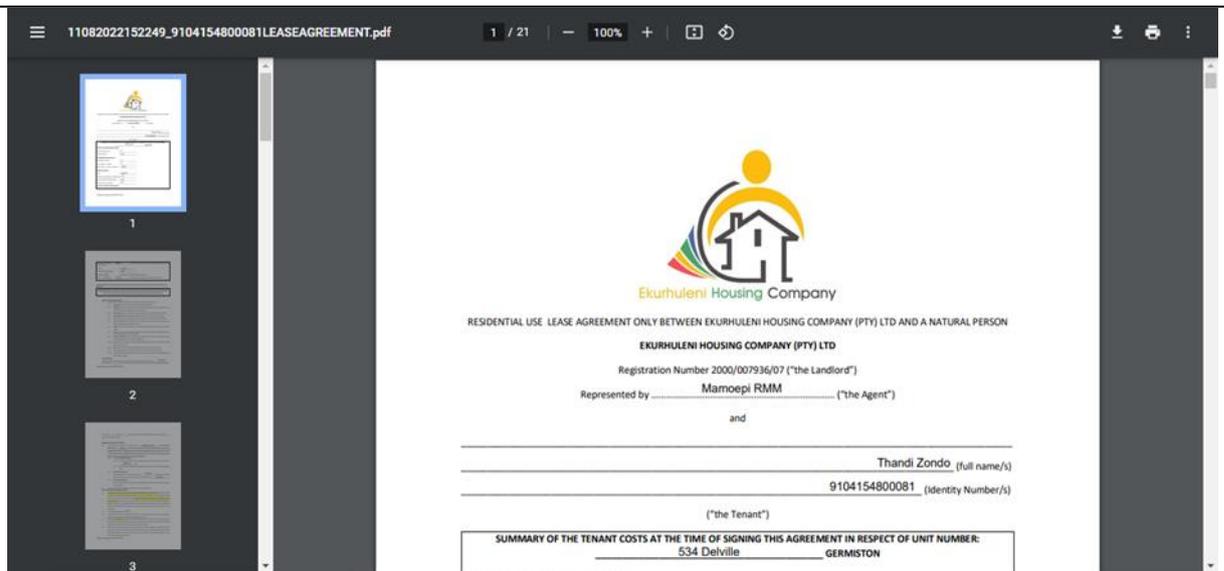
GENERATED LEASE AGREEMENT

Document Type	Document	Action
Property Lease Agreement	View	Signature - Select Option -

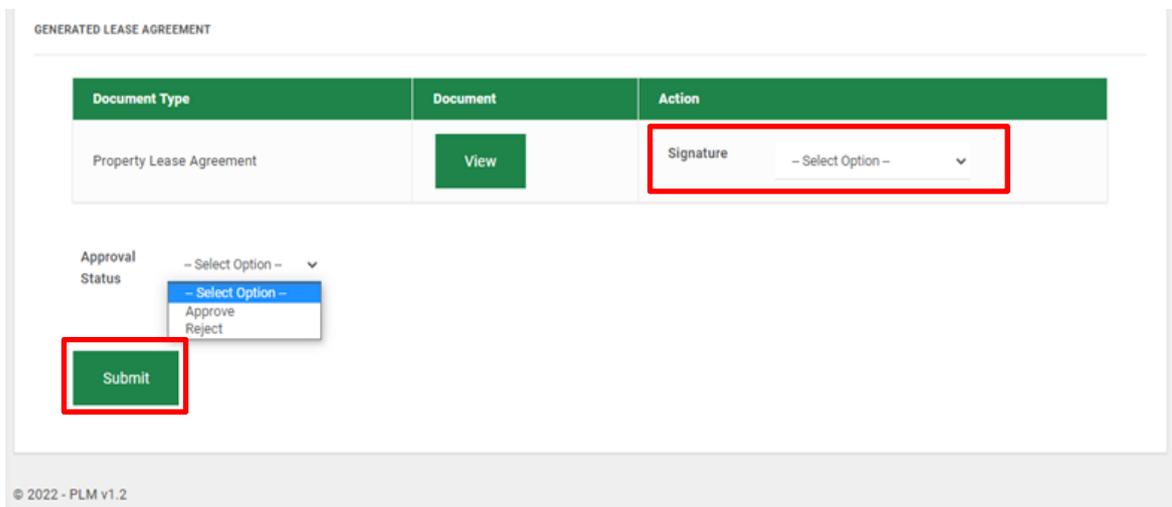
Approval Status - Select Option -

Submit

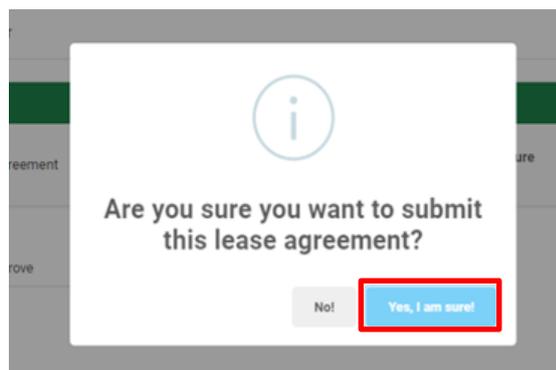
Generate Lease Agreement Page



Lease Agreement



Final Approval Status



Confirmation Popup

☰

INBOX APPLICATIONS

Show 10 entries Search:

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
No data available in table					

Showing 0 to 0 of 0 entries

Previous Next

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Inbox Applications

You have now successfully completed this sub-section

17 GENERATE DEBIT ORDER AUTHORITY



After completing this sub-section, you will be able to generate a debit order authority.



Once you have received a notification that the application is awaiting debit order authority, you are required to login and generate the debit order authority.



The application status will be Awaiting Debit Order Authority.

Navigate



On this screen:

- Click the **Generate Debit Order** button on the application of choice.
- You will be navigated to the **Debit Order Registration** page.

Screen

INBOX APPLICATIONS

Show 10 entries Search:

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
Thandi Zondo	Individual Application	EHC2022072100001	2022/07/21 11:54:05 AM	Awaiting Debit Order Authority	Generate Debit Order

Showing 1 to 1 of 1 entries Previous 1 Next

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Inbox Applications Page

Navigate



On this screen:

- The following fields will be pre-populated:
 - Name of Applicant
 - Unit No.
 - Id No.

- Reference No.
- Email
- Cell No.
- Rental Amount

- Select the **Bank Name**
- Input the **Bank Number**
- Click on the **Submit** button
- You will be navigated to the **Generated Debit Order Authority** page.

Screen

The screenshot displays the 'Debit Order Registration' page within the 'CoE PLM' system. The page features a sidebar menu on the left with options like PROFILE, PLM APPLICATIONS, NOTICE, PROPERTIES, RENEWALS, TENANTS, USER MANUAL, and AUDIT. The main content area contains a form with the following details:

Name of Applicant	SHEVEK POONSAMY	Unit no.	C033, AIRPORT PARK
ID no.	9902115360081	Reference no.	EHC2022082800006
Email	sashingoo@gmail.com	Cell No.	0715537239
Bank Name	--Select Bank--	Rental Amount	R2 427,88
Bank Number			

At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box. The footer of the page reads '© 2022 - PLM v1.5'.

Debit Order Registration Page



Under Evaluating Application, you are able to view all application details.

Navigate



On this screen:

- You are given the option to view the **Generated Debit Order Form**, by clicking on the **View** button.
- The form will be downloaded to your computer files for viewing.
- Click **Finish** to conclude.

Screen

EVALUATING APPLICATION

Show 10 entries Search:

Reference Number	Applicant Type	Status	Captured Date	Customer Name	Action
EHC2022072100001	Individual Application	Awaiting Debit Order Authority	2022/07/21 11:54:05 AM	Miss Thandi Zondo	View

Showing 1 to 1 of 1 entries

GENERATED DEBIT ORDER AUTHORITY

Document Type	Document
Debit Order Authority Form	View

[Finish](#)

Generate Debit Order Authority

Ekurhuleni Housing Company (SOC)
 T: +27 (0) 11 825 0158/0151 • F: +27 (0) 86 425 5030 • E: info@ehco.org.za
 Hanover Building, Cnr Hendrick Potgieter & 7th Ave, Edenvale
 W: www.ehco.org.za

DEBIT CHECK REGISTRATION CONFIRMATION

Name of Applicant : SHEVEK POONSAMY
 Unit no : C033, AIRPORT PARK
 Reference no. : EHC2022082800006
 ID no. : 9902115360081
 Email : sashingoo@gmail.com
 Cell no. : 0715537239
 Bank Name & number: Absa, 10000000000
 Rent amount : R2 427.88
 Debit check action date: 2022/09/06
 Tenant signature : SP 9902115360081

Debit Order Authority Form

INBOX APPLICATIONS

Show 10 entries Search:

Applicant Name	Application Type	Application Reference Number	Application Created Date	Status	Action
No data available in table					

Showing 0 to 0 of 0 entries

Inbox Applications Page

You have now successfully completed this sub-section

18 SUBMIT NOTICE TO TERMINATE LEASE



After completing this sub-section, you will be able to submit a notice to terminate the lease agreement.



Rules to remember when submitting a notice to terminate your lease:

- Tenant must serve a minimum of a calendar month notice.
- Lease termination date must always be the last day of the month.



The application status will be Active Lease.

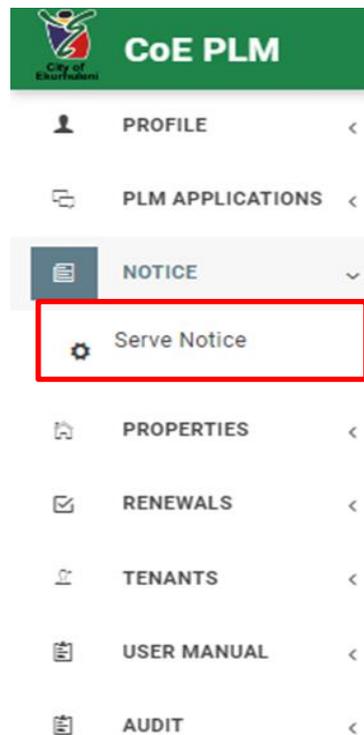
Navigate



On this screen:

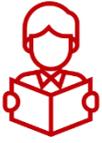
- Click **Notice** item dropdown arrow on the navigation panel.
- Click **Serve Notice**
- You will be navigated to the **Serve Notice Applications** page.

Screen



Navigation Panel

Navigate



On this screen:

- Click **Serve Notice** button on the application of choice.
- You will be navigated to the **Lease Details** page.

Screen

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Serve Notice Applications



- Under **Evaluating Application** sub-section, you are able to view the following information, such as:
 - Application Details
 - Applicant Details
 - History
 - Documents
- Under **Tenant Lease Details** sub-section, you are able to view the following information, such as:
 - Applicant Details
 - Lease Information
 - Tenants Details
 - Applicant History
 - Occupant History
 - Documents

Navigate



On this screen:

- Select **Notice Date** , using the **Calendar Picker**.
- Click on the **Submit** button.

- A confirmation popup box will display, **Are you sure you want to serve termination notice?** Click **Yes, I am sure!** to acknowledge.
- You will be navigated to the **Inbox Applications** page.

Screen

The screenshot shows a web interface for evaluating applications. At the top, there is a green header with a menu icon. Below it, the section is titled 'EVALUATING APPLICATION'. There is a search bar and a 'Show 10 entries' dropdown. A table lists application details:

Reference Number	Applicant Type	Status	Captured Date	Customer Name	Action
EHC2022072100001	Individual Application	Property Lease Application Completed	2022/07/21 11:54:05 AM	Miss Thandi Zondo	View

Below the table, it says 'Showing 1 to 1 of 1 entries' and has 'Previous', '1', and 'Next' navigation buttons. Underneath is a 'TENANT LEASE DETAILS' section with another table:

Lease Ref No.	Applicant Type	Status	Captured Date	Customer Name	Action
EHC2022072100001	Individual Application	Active Lease	2022/08/11 2:26:15 PM	Thandi	View

At the bottom, there is a 'Notice Date' field with a calendar icon and a 'Submit' button highlighted with a red box.

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Submitting Notice of Terminating Lease

The screenshot shows a confirmation popup box with a white background and a grey border. It features an information icon at the top. The text inside reads: 'Are you sure you want to serve termination notice?'. At the bottom, there are two buttons: a grey 'No!' button and a blue 'Yes, I am sure!' button, which is highlighted with a red box.

Confirmation Popup

Inbox Applications Page



You will receive a notification informing that you have served notice for terminating application and to please wait for your relevant Letting Officer to action your notice.

You have now successfully completed this sub-section

19 HELPFUL HINTS



- Be able to find useful guidelines throughout the application:

Screen	Navigate
	Clicking on COE PLM, refreshes the current page.
	The navigation bar allows you to expand or compress the left navigation panel.
* Red Asterisks	The Red Asterisks next to a specific field, means that it is mandatory to complete that field.
	The Browse button allows you to search your computer to find the relevant document that you would like to upload.
Search: <input type="text"/>	The Search functionality allows you to find what you are looking for.
	The View button allows you to view the attached/generated document.
 USER MANUAL <	Clicking on the User Manual item on the navigation panel, gives to access to view the guidelines of how to navigate the PLM system.

20 ASSESSMENTS OF SPECIFIC LEARNING OUTCOMES

Description of Learning Outcomes		
Were you able to?	Yes Tick ✓	No Tick ✓
REGISTER USER PROFILE		
LOGIN TO PLM		
UPDATING YOUR PROFILE		
SUBMITTING A LEASE APPLICATION FORM		
CONFIRM UNIT OFFER		
UPLOAD PROOF OF DEPOSIT PAYMENT		
SELECTING SLOT FOR THE INSPECTION		
SIGN LEASE AGREEMENT		
GENERATE DEBIT ORDER AUTHORITY		
SUBMIT NOTICE TO TERMINATE LEASE		

21 NEXT STEPS

You will be required to complete the following:

	Training Evaluation
	Assessment



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