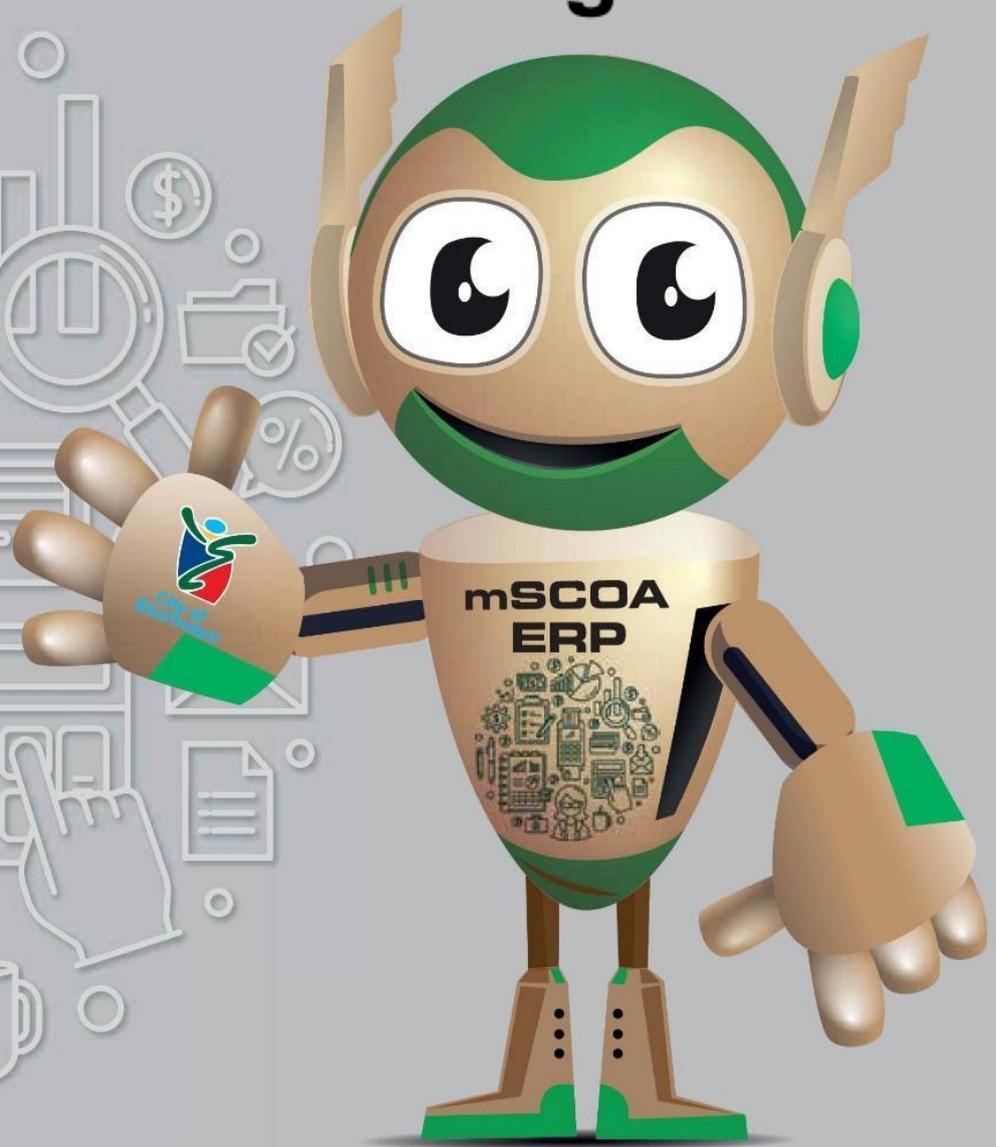


# ERP Functional USER MANUAL

# Training Manual

## Property Lease Management Letting Officer



OUR JOURNEY  
TO A SMART DIGITAL CITY



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# 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 and 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 department within the City. It uses and leverage on the implementation of technology to enable the City to deliver services effectively and efficiently.

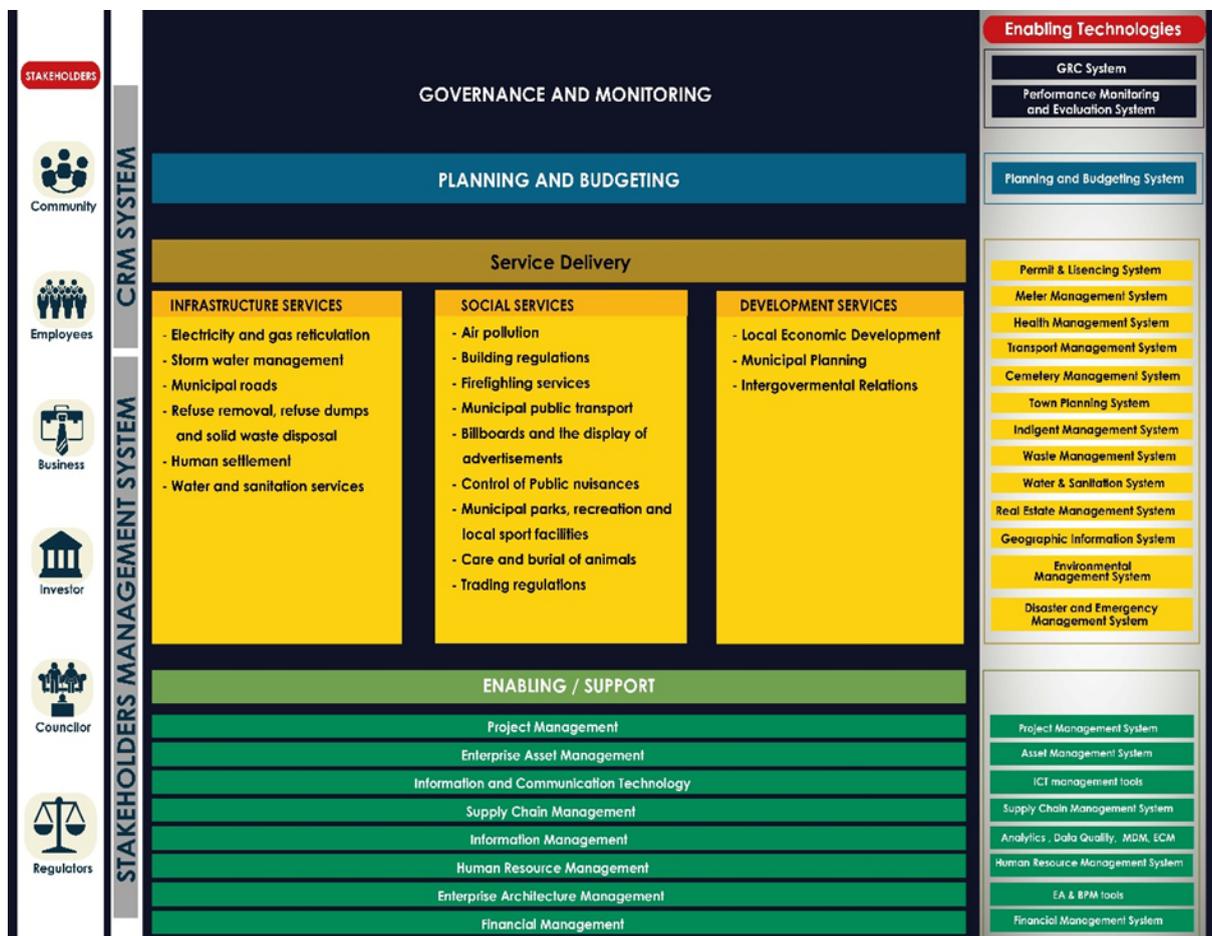


Figure 1: City Model

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.

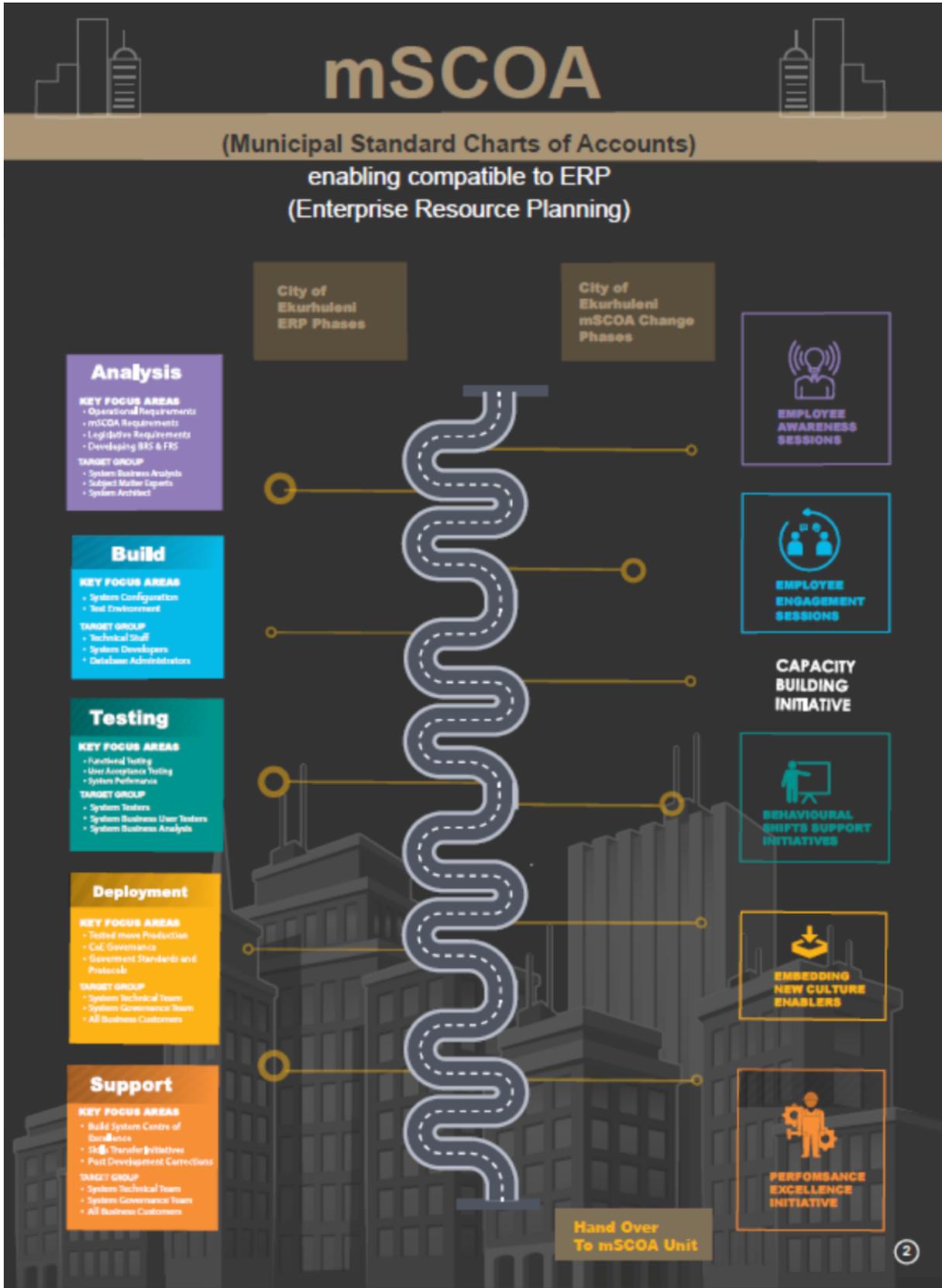
Governance and Monitoring is an overarching capability providing an oversight to all capabilities in the municipality.

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.



## 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.
- Learners with special learning needs are required to inform their manager and the trainer.

This User Guide is intended for the following audience:

- Letting Officer

### 4 LEARNING EXPECTATIONS

#### **Understand System Concepts:**

- System Login
- Capture Lease Details
- Generate Lease Agreement

# 5 LEARNING JOURNEY

**Welcome mSCOA ERP Learner!**

**Start**

**Learning Requirements**

**Learning Content**

**Recap and Feedback**

**Summative Assessment**

Overview of this Training Session

Learning Outcomes

Key Icons

Training Evaluation

Congratulations on the completion of this Training Session

a partnership that works  
www.ekurhuleni.gov.za

City of Ekurhuleni

## 6 KEY AREAS OF LEARNING

1	LOGIN TO PLM
2	CAPTURE LEASE DETAILS
3	GENERATE LEASE AGREEMENT
4	CAPTURE LEASE TERMINIATION
5	CAPTURING EVICTION DETAILS
6	CAPTURE EVICTION COMMITTEE OUTCOME
7	RECOMMEND FOR LEASE RENEWAL

## 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 LOGIN TO PLM



After completing this sub-section, you will be able to successfully login to Property Lease Management as the Revenue Officer.



The process begins when you as the Letting Officer 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 landing page.



User must be able to sign in, to work on the Property Lease Management system.

### Navigate



On this screen:

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

### Screen



Coe PLM Landing Page - Profile

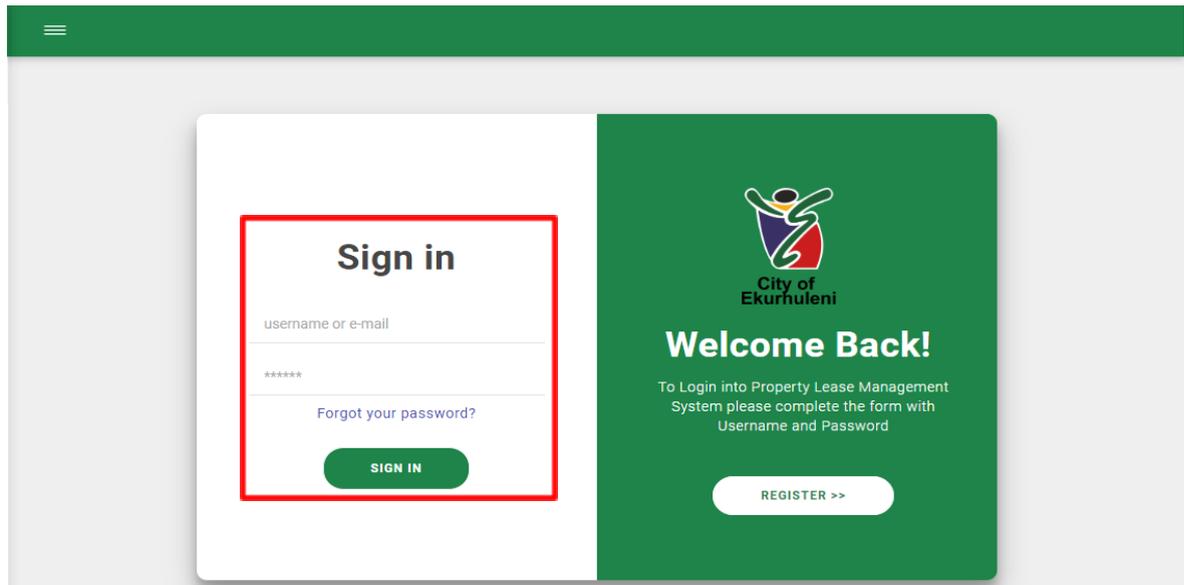
### Navigate



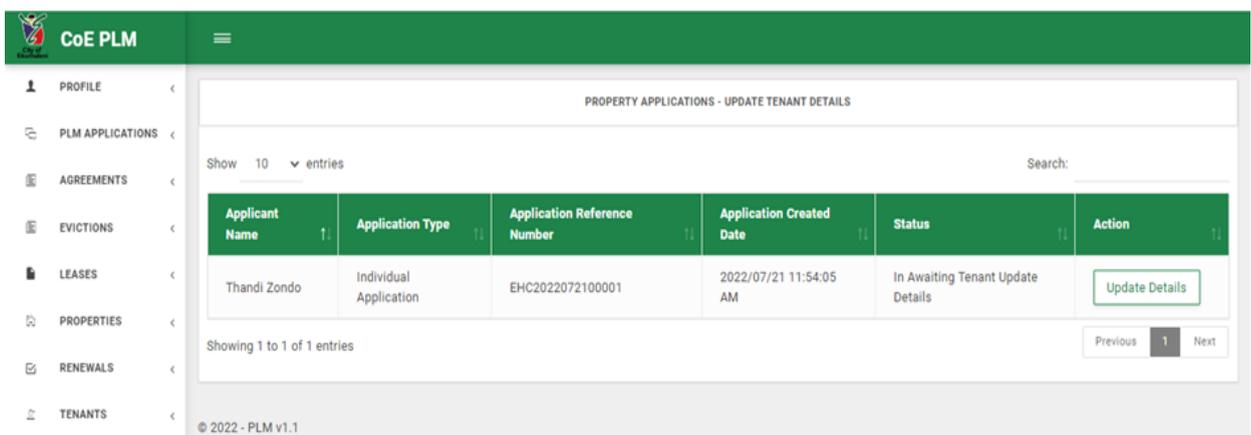
On this screen:

- Enter your active directory **Username** and **Password**
- Click on the **Sign In** button
- You will be navigated to the **Property Applications – Update Tenant Details** page.

### Screen



Sign In Page



Property Applications – Update Tenant Details Page

You have now successfully completed this sub-section

# 10 CAPTURE LEASE DETAILS



After completing this sub-section, you will be able to capture lease details.



Once the unit inspection has been completed, the Letting Officer will need to capture the leasing details.



The application status will be In Awaiting Tenant Update Details.

## Navigate

On this screen:

- Once logged in, you will be on the **Property Applications – Update Tenant Details** page.

OR



- Select **Capture Lease Details** under **Leases** item on the navigation panel.
- You will be navigated to the **Property Applications – Update Tenant Details** page.
- Click the **Update Details** button on the application of choice.
- You will be navigated to the **Capture Lease Details** page.

## Screen

The screenshot shows the CoE PLM system interface. The left sidebar contains a navigation menu with items: PROFILE, PLM APPLICATIONS, AGREEMENTS, EVICTIONS, LEASES, CAPTURE LEASE DETAILS (highlighted in red), PROPERTIES, and RENEWALS. The main content area is titled 'PROPERTY APPLICATIONS - UPDATE TENANT DETAILS'. It features a table with the following columns: Applicant Name, Application Type, Application Reference Number, Application Created Date, Status, and Action. A single entry is shown for 'Thandi Zondo' with an 'Update Details' button highlighted in red. The footer of the page indicates '© 2022 - PLM v1.1'.

**Property Applications – Update Tenant Details Page**

## Navigate



On this screen:

- You are able to view **Tenant Information, Contact Details** and **Current Address**.
- Click **Next** to proceed to the **Lease Information**.

## Screen

## Tenant Information

## Navigate



On this screen:

- You will have a display of the **Lease Details** and **Lease Address**
- Under the **Leasing Period** , you need to make a selection of the **Start Date** by clicking on the **Calendar**.

- The **End Date**, **Renewal Notice** and **Termination Notice** dates will be automatically generated.
- Under **Lease Financials**, select the **Communication Method** by ticking the checkbox(es).
- The **Billing Information** will be viewable.
- Click on the **Submit** button to conclude.
- You will be re-directed to the **Property Applications – Update Tenant Details** page.

### Screen

The screenshot shows a web application interface for entering lease details. At the top, there are two tabs: '1 Tenant Information' (active) and '2 Lease Information' (highlighted with a red box). Below the tabs, the form is organized into several sections:

- Lease Details:** Includes fields for 'Complex/Building Name' (Delville) and 'Space/Unit Number' (534).
- Leasing Address:** Includes fields for 'Address' (Hanover Building, Cnr H), 'Suburb' (Edenvale), and 'Postal' (1609).
- Leasing Period:** Includes 'Start Date' (2022/09/01) with a calendar icon (highlighted with a red box), 'End Date' (2024/08/31), 'Renewal Notice' (2024/06/01), and 'Termination Notice' (2024/08/01).
- Lease Financials:** Includes 'Deposit Amount' (R7 929.70), 'Property Price' (R3 964.85), 'VAT Amount' (R594.73), and 'Total including VAT' (R4 559.58).
- Communication Method:** A section with three checkboxes: 'Email' (checked), 'SMS', and 'Postal' (highlighted with a red box).

### Lease Information

Billing Information

Rental Amount (Excl VAT)	3964,85	
Water	383,74	Refuse 155,44
Administration Fee		Sewerage 119,03
Preparation Fee		Deposit Required 7929,7
Deposit Tenant Contribution		Deposit Held 7929,7
Shade Port Bay Number		CreditCheck Fee
Shade Port Parking		Calculated As Follows
Electricity		Initial Deposit Premises
		Store Rooms
		Open Parking Bay Number
		Carport Parking
		Open Parking
		Security Fee
		Floor Number
		Total Monthly Charges
		4623,06

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### Billing Information

PROPERTY APPLICATIONS - UPDATE TENANT DETAILS

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

© 2022 - PLM v1.2

### Property Applications – Update Tenant Details Page



- The application will move from the Property Applications queue to the Property Lease Agreements queue.

**You have now successfully completed this sub-section**

# 11 GENERATE LEASE AGREEMENT



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



The Letting Officer is required to generate the lease agreement, so that the applicant would be able to sign it.



The application status will be In Awaiting Lease Agreement.

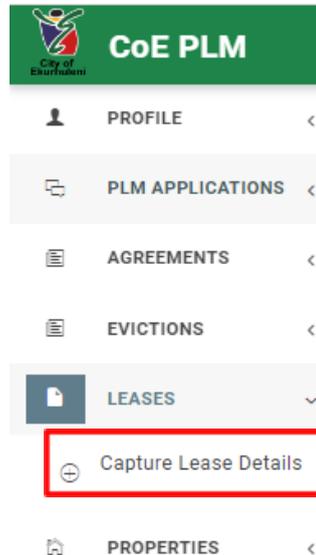
## Navigate



On this screen:

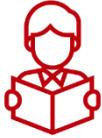
- Click **Agreements** item dropdown arrow on the navigation panel.
- Click **Capture Lease Agreement**
- You will be navigated to the **Property Lease Agreements** page.

## Screen



Navigation Panel

## Navigate



On this screen:

- Click **Generate Lease Agreement** button on the application of choice.
- You will be navigated to the **Generate Lease Agreement** 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	In Awaiting Lease Agreement	Generate Lease Agreement

### Property Lease Applications Page

### 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
- To generate the lease agreement, you will need to **View** button under the **Document** column.
- The document will be downloaded to your computer files for your viewing.
- Click on the **Finish** button.
- 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	In Awaiting Lease Agreement	2022/07/21 11:54:05 AM	Thandi Zondo	<a href="#">View</a>

Showing 1 to 1 of 1 entries

Previous 1 Next

GENERATED LEASE AGREEMENT

Document Type	Document
Property Lease Agreement	<a href="#">View</a>

[Finish](#)

### Generate Lease Agreement Page

11082022150910\_9104154800081LEASEAGREEMENT.pdf 1 / 21 100%

Ekurhuleni Housing Company  
RESIDENTIAL USE LEASE AGREEMENT ONLY BETWEEN EKURHULENI HOUSING COMPANY (PTY) LTD AND A NATURAL PERSON  
EKURHULENI HOUSING COMPANY (PTY) LTD  
Registration Number 2000/007936/07 ("the Landlord")  
Represented by Mamoepe RMM ("the Agent")  
and  
Thandi Zondo (full name/s)  
9104154800081 (identity Number/s)  
("the Tenant")  
SUMMARY OF THE TENANT COSTS AT THE TIME OF SIGNING THIS AGREEMENT IN RESPECT OF UNIT NUMBER:  
534 Delville GERMISTON

### Lease Agreement Generated

GENERATED LEASE AGREEMENT

Document Type	Document
Property Lease Agreement	<a href="#">View</a>

[Finish](#)

© 2022 - PLM v1.2

### Finish Generating Lease Agreement

PROPERTY LEASE AGREEMENTS

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

© 2022 - PLM v1.2

**Property Lease Agreement Page**



- The customer will receive a notification that a new case has been allocated to them in Lease Agreement Generated status.
- The application will be moved to the customer’s queue for signing.

**You have now successfully completed this sub-section**

# 12 CAPTURE LEASE TERMINATION



After completing this sub-section, you will be able to capture the lease termination.



Once the tenant has submitted notice to terminate the lease, you will be notified to action the notice.

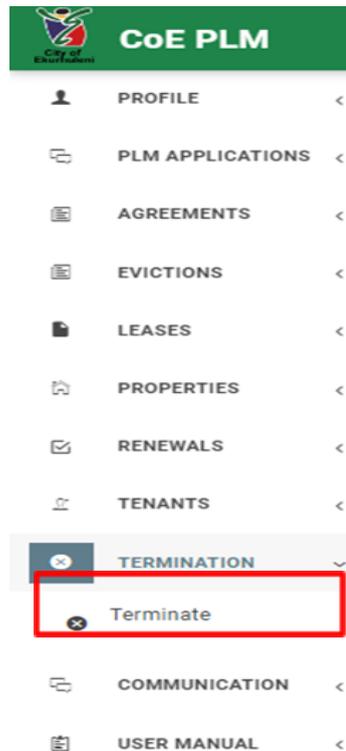
## Navigate



On this screen:

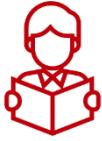
- Click **Termination** dropdown arrow on the navigation panel.
- Click **Terminate**
- You will be navigated to the **Application Lease Termination** page.

## Screen



Navigation Panel

## Navigate



On this screen:

- Input the **Lease/ Property/ Reference Number**
- Click **Submit**
- A confirmation popup box will display, **Are you sure you want to terminate this application?** Click **Yes, I am sure!** to acknowledge.
- You will be navigated to the relevant page.

### Screen

### Application Lease Termination Page

### Confirmation Popup

### Navigate



On this screen:

- Under **Evaluating Application** sub-section, clicking on the **View** button, enables you to view the following information, such as:
  - Application Details
  - Applicant Details
  - History
  - Documents
- Under **Tenant Lease Details** sub-section, clicking on the **View** button, enables you to view the following information, such as:
  - Applicant Details
  - Lease Information
  - Tenants Details
  - Applicant History
  - Occupant History
  - Documents

### Screen

EVALUATING APPLICATION

Show 10 entries Search:

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

Showing 1 to 1 of 1 entries Previous 1 Next

TENANT LEASE DETAILS

Lease Ref No.	Applicant Type	Status	Tenant Notice Date	Customer Name	Action
EHC2022072100001	Individual Application	Active Lease	2022/09/30	Thandi	View

### Evaluating Application and Tenant Lease Details

### Navigate

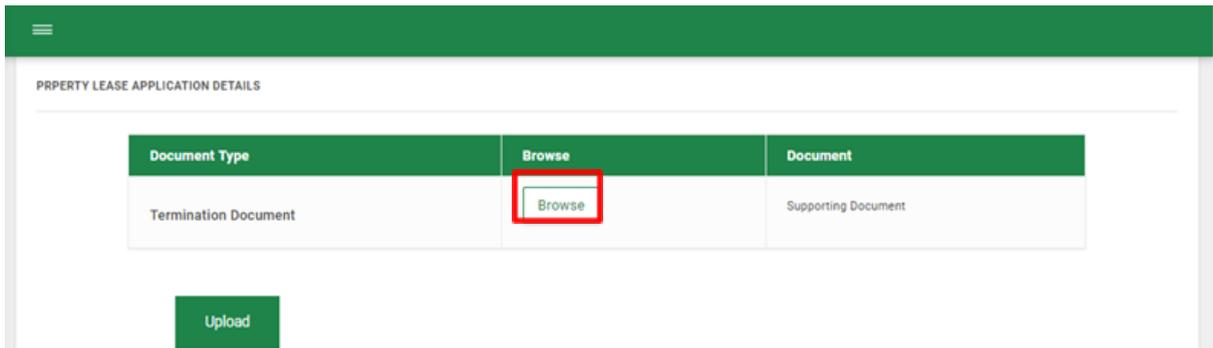


On this screen:

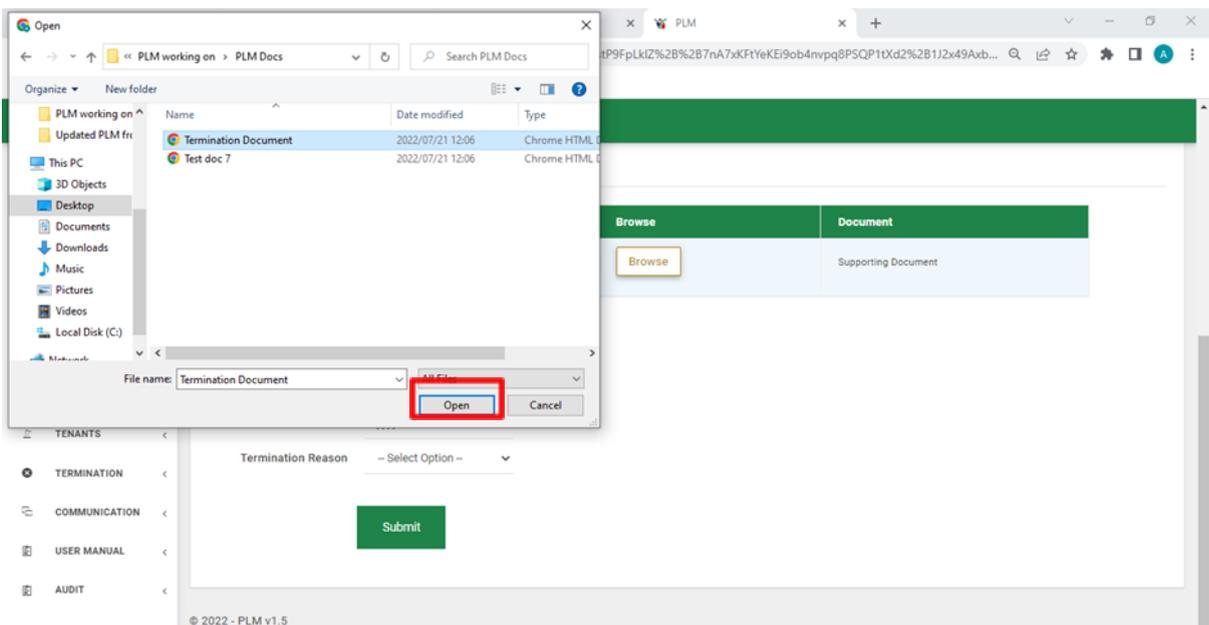
- Click on the **Browse** button, to upload the **Termination Document**.
- Select the necessary document from your computer files.
- Click on the **Open** button

- The document will be attached, in the **Document** column.
- 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.

### Screen



### Upload Termination Document



### Selecting Document from Computer Files

Document Type	Browse	Document
Termination Document	<input type="button" value="Browse"/>	Termination Document.pdf Supporting Document

### Documents Attached

Progress

Document(s) Uploaded

### Progress Popup – Documents Uploaded

Document Type	Browse	Document
Termination Document	<input type="button" value="Browse"/>	Termination Document.pdf x Supporting Document

### Uploaded Termination Document

## Navigate



On this screen:

- Select **Termination Date** using the calendar picker.
- Select the **Termination Reason** from the dropdown list.
- Click on the **Submit** button.
- A confirmation popup box will display, **Are you sure you want to submit this application for termination?** Click **Yes, I am sure!** to acknowledge.
- You will be re-directed to the **Application Lease Termination** page.

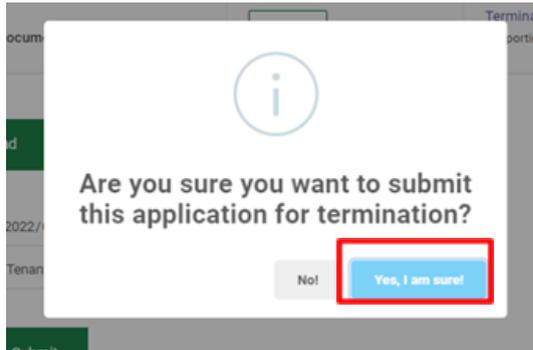
## Screen

Termination Date  

Termination Reason

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**Selecting Termination Date and Reason**



**Confirmation Popup**

APPLICATION LEASE TERMINATION

Lease/Property Reference Number

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**Application Lease Termination Page**



The lease application for termination notice will be moved to the Revenue Officer's work queue.

**You have now successfully completed this sub-section**

## 13 CAPTURING EVICTION DETAILS



After completing this sub-section, you will be able to capture the eviction details.



You are required to capture the eviction details on an application.

The reasons selectable are:

- illegal activities
- Non Compliance with the lease terms
- Non payment
- Subletting

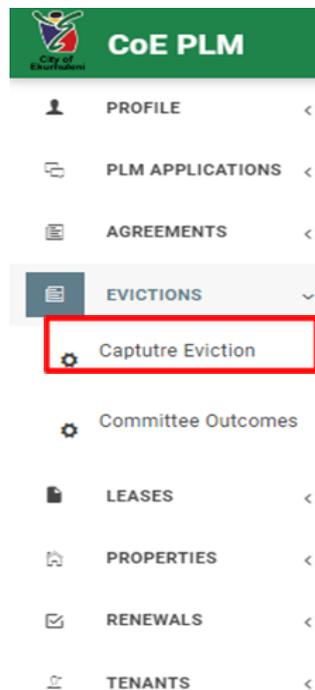
### Navigate



On this screen:

- Click **Evictions** dropdown arrow on the navigation panel.
- Click **Capture Eviction**
- You will be navigated to the **Application Lease Eviction** page.

### Screen



### Navigation Panel

### Navigate

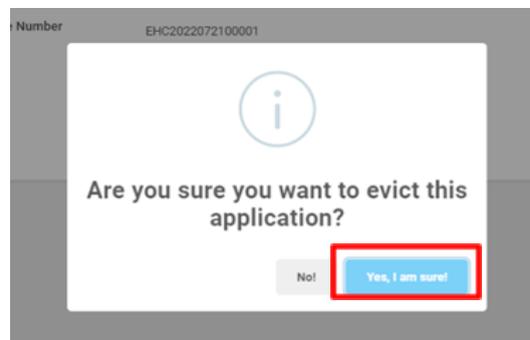


On this screen:

- Input the **Application Reference Number**
- Click **Submit**
- A confirmation popup box will display, **Are you sure you want to terminate this application?** Click **Yes, I am sure!** to acknowledge.
- You will be navigated to the relevant page.

### Screen

### Application Lease Eviction Page



### Confirmation Popup



- Under Evaluating Application sub-section, clicking on the **View** button, enables you to view the following information:
  - Application Details
  - Applicant Details
  - History
  - Documents

### Navigate



On this screen:

- Click on the **Browse** button, to upload the **Eviction Document**.
- Select the necessary document from your computer files.
- Click on the **Open** button
- The document will be attached, in the **Document** column.
- 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.

### Screen

The screenshot displays the 'EVALUATING APPLICATION' interface. At the top, there is a search bar and a 'Show 10 entries' dropdown. Below this is a table with the following data:

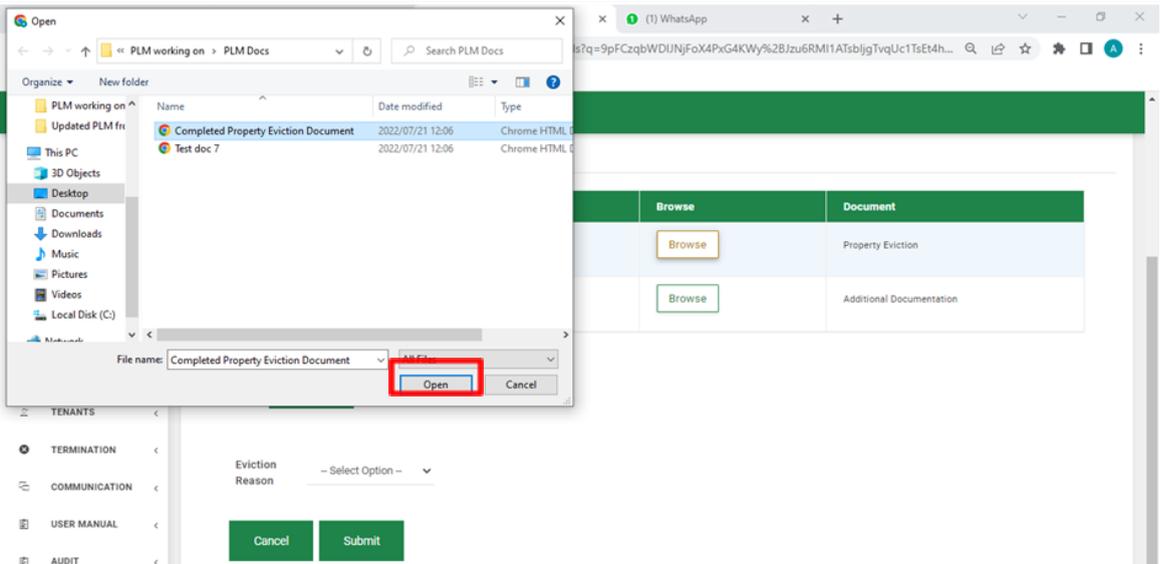
Reference Number	Applicant Type	Status	Application Date	Applicant Name	Action
EHC2022072100001	Individual Application	Property Lease Application Completed	2022/07/21 11:54:05 AM	Thandi Zondo	View

Below the table, it says 'Showing 1 to 1 of 1 entries' and includes 'Previous', '1', and 'Next' navigation buttons. Underneath is the 'UPLOAD EVICTION DOCUMENT/S' section, which contains a table with the following data:

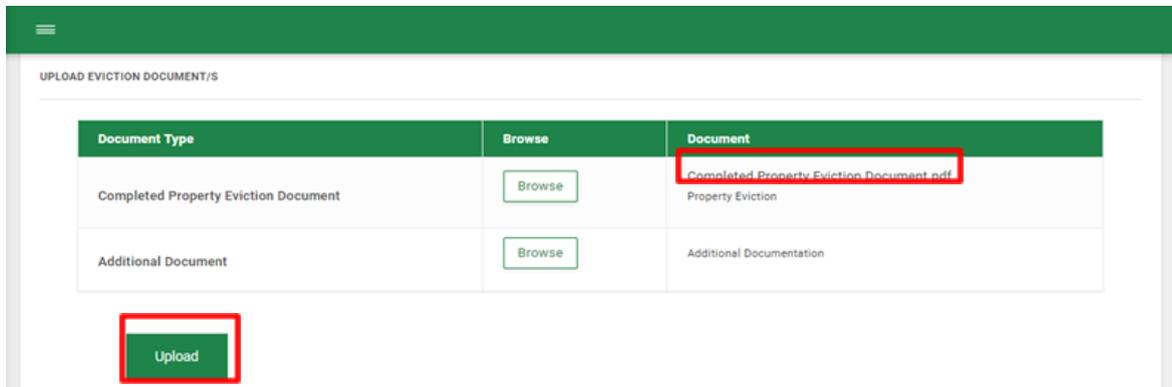
Document Type	Browse	Document
Completed Property Eviction Document	Browse	Property Eviction
Additional Document	Browse	Additional Documentation

An 'Upload' button is located at the bottom of the screen.

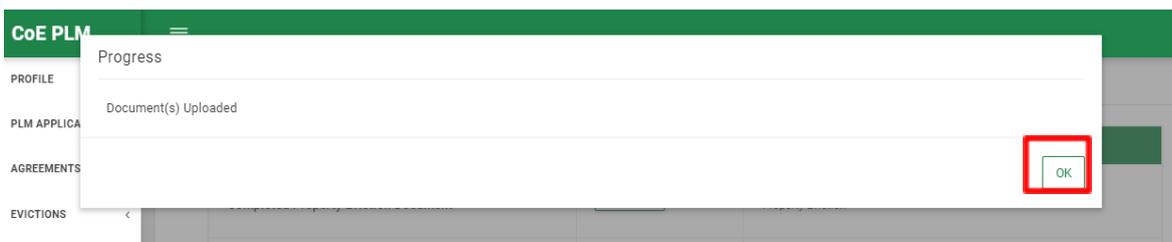
### Evaluating Application and Upload Eviction Documents



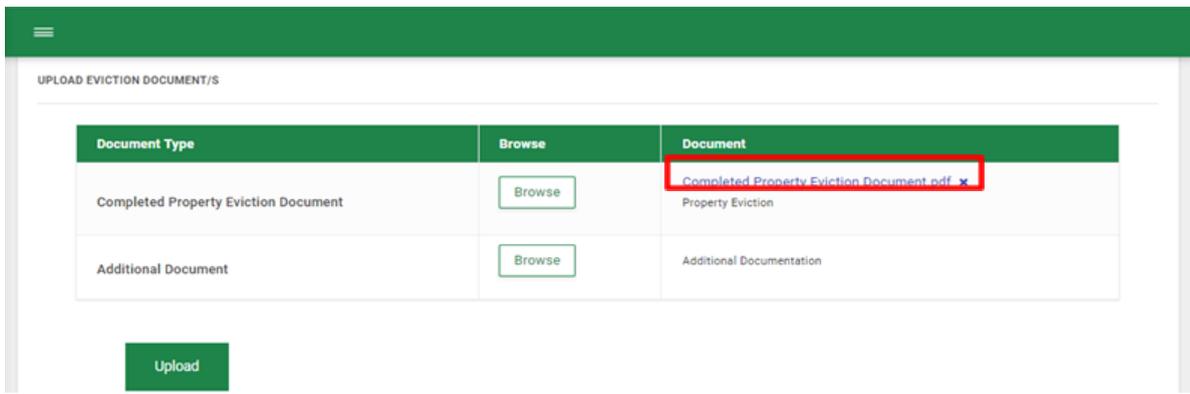
**Selecting Document from Computer Files**



**Documents Attached**



**Progress Popup – Documents Uploaded**



## Uploaded Completed Property Eviction Document

### Navigate



On this screen:

- Select **Eviction Reason** from the options provided.
- Click on the **Submit** button.
- A confirmation popup box will display, **Are you sure you want to submit this application for eviction?** Click **Yes, I am sure!** to acknowledge.
- You will be re-directed to the **Application Lease Termination** page.

### Screen

#### Selecting Eviction Reason

#### Confirmation Popup

#### Application Lease Eviction Page



The application will now display in the Committee Outcome queue for the Letting Officer.

**You have now successfully completed this sub-section**

# 14 CAPTURE EVICTION COMMITTEE OUTCOME

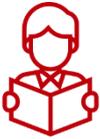


After completing this sub-section, you will be able to capture eviction committee outcome.



The application status will be Application Eviction Due To and the Reason.

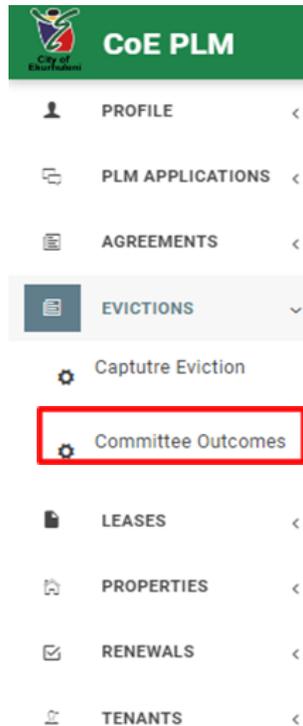
## Navigate



On this screen:

- Click **Evictions** dropdown arrow on the navigation panel.
- Click **Capture Eviction**
- You will be navigated to the **Committee Eviction Outcomes** page.

## Screen



Navigation Panel

## Navigate



On this screen:

- Click **Eviction Committee Outcome** button on the application of choice.
- You will be navigated to the relevant 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	Application Evicted Due To Illegal Activities	Eviction Committee Outcome

### Committee Eviction Outcomes Page

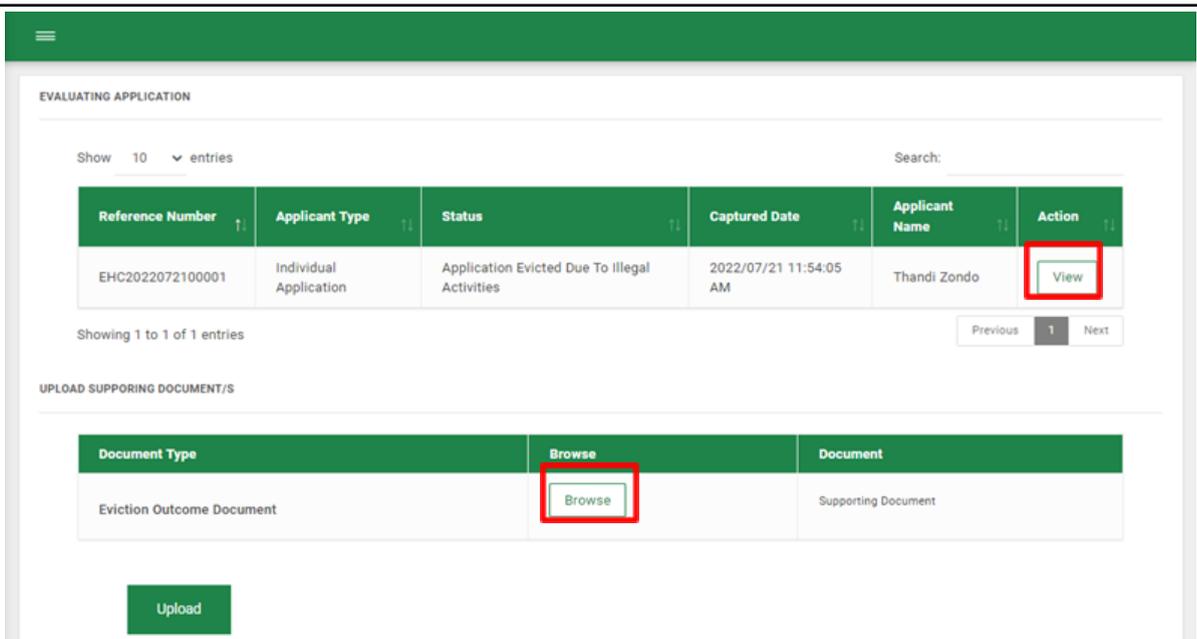
### Navigate



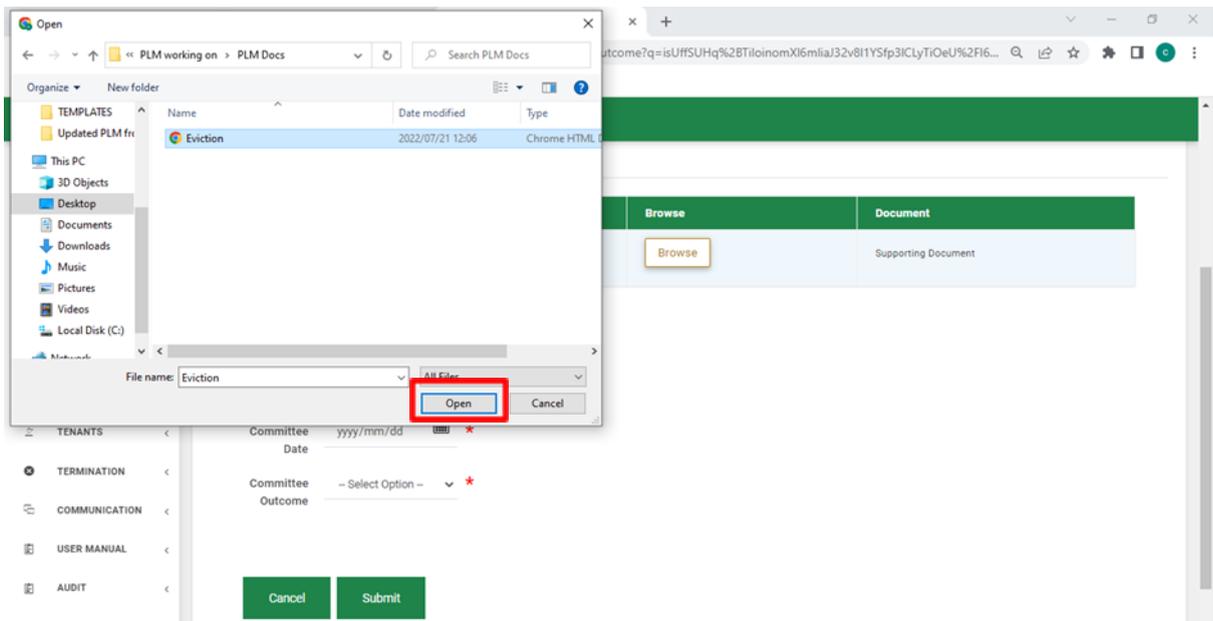
On this screen:

- Click on the **Browse** button, to upload the **Eviction Document**.
- Select the necessary document from your computer files.
- Click on the **Open** button
- The document will be attached, in the **Document** column.
- Click **Upload** to proceed with the upload.
- A popup notification will display: **Document(s) Uploaded**.
- Click **Ok** to remove popup box.

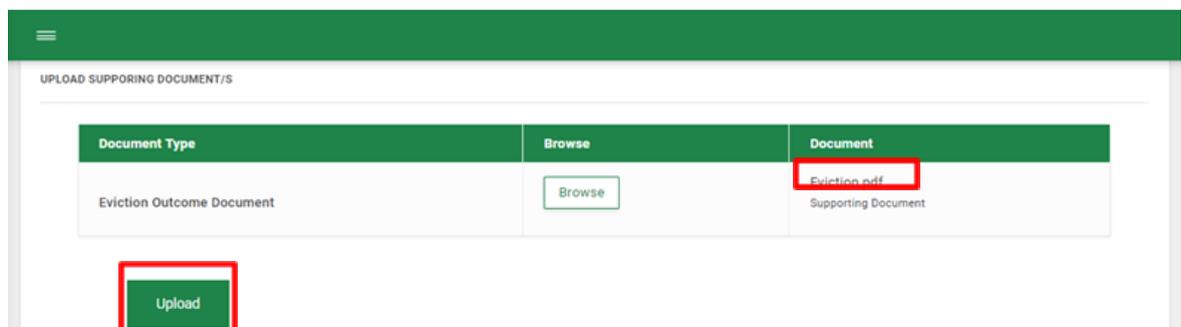
### Screen



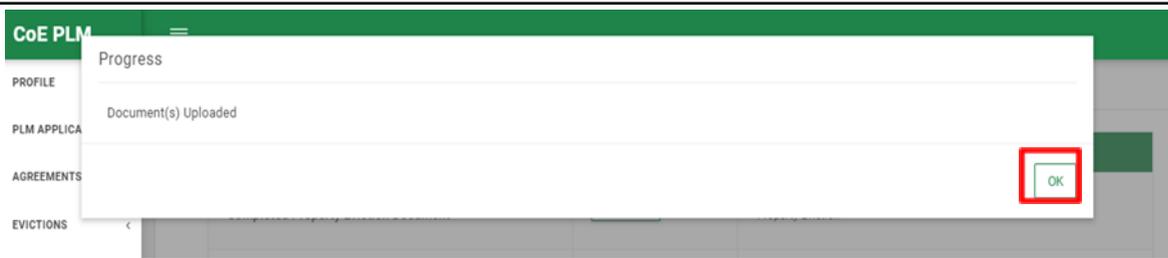
**Evaluating Application and Upload Eviction Outcome Document**



**Selecting Document from Computer Files**



**Document Attached**



**Progress Popup – Documents Uploaded**

**Navigate**



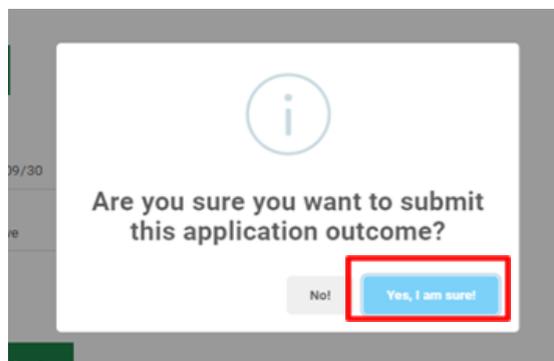
On this screen:

- Select **Committee Date** from the calendar picker.
- Select **Committee Outcome** from the options provided.
- Click on the **Submit** button.
- A confirmation popup box will display, **Are you sure you want to submit this application outcome ?** Click **Yes, I am sure!** to acknowledge.
- You will be re-directed to the **Committee Eviction Outcomes** page.
- A Success Notification will display **Eviction Granted, Outcome Captured Successfully**. Click **OK** to remove popup.

**Screen**



**Selecting Committee Date and Outcome**



**Confirmation Popup**



### Success Notification – Eviction Granted



The application status is changed to Eviction granted.  
A notification will be sent to the Tenant, Letting Officer and the Housing Supervisor.  
The application will move to the Housing Supervisor’s work queue.

**You have now successfully completed this sub-section**

# 15 RECOMMEND FOR LEASE RENEWAL



After completing this sub-section, you will be able to review and action a lease renewal



The renewal will take place when the tenant's lease is due to lapse in the next 3 months

## Navigate



On this screen:

- Click **Renewals** dropdown arrow on the navigation panel.
- Click on the **Lease Review** item.
- You will be navigated to the **Tenants Renewal Applications** page.
- Select **Review** on the application of choice
- You will be navigated to the **Evaluating Application** page.

## Screen

The screenshot shows the CoE PLM system interface. On the left is a navigation menu with the following items: PROFILE, PLM APPLICATIONS, AGREEMENTS, EVICTIONS, LEASES, PROPERTIES, **RENEWALS** (highlighted with a red box), Lease Review, TENANTS, TERMINATION, COMMUNICATION, and USER MANUAL. The main content area is titled 'PROPERTY APPLICATIONS - UPDATE TENANT DETAILS'. It features a search bar, a table with columns: Applicant Name, Application Type, Application Reference Number, Application Created Date, Status, and Action. Below the table, it states 'No data available in table' and 'Showing 0 to 0 of 0 entries'. There are 'Previous' and 'Next' buttons at the bottom right of the table area. The footer of the page shows '© 2022 - PLM v1.5'.

Property Applications - Update Tenant Details

### Tenants Renewal Applications

### Navigate

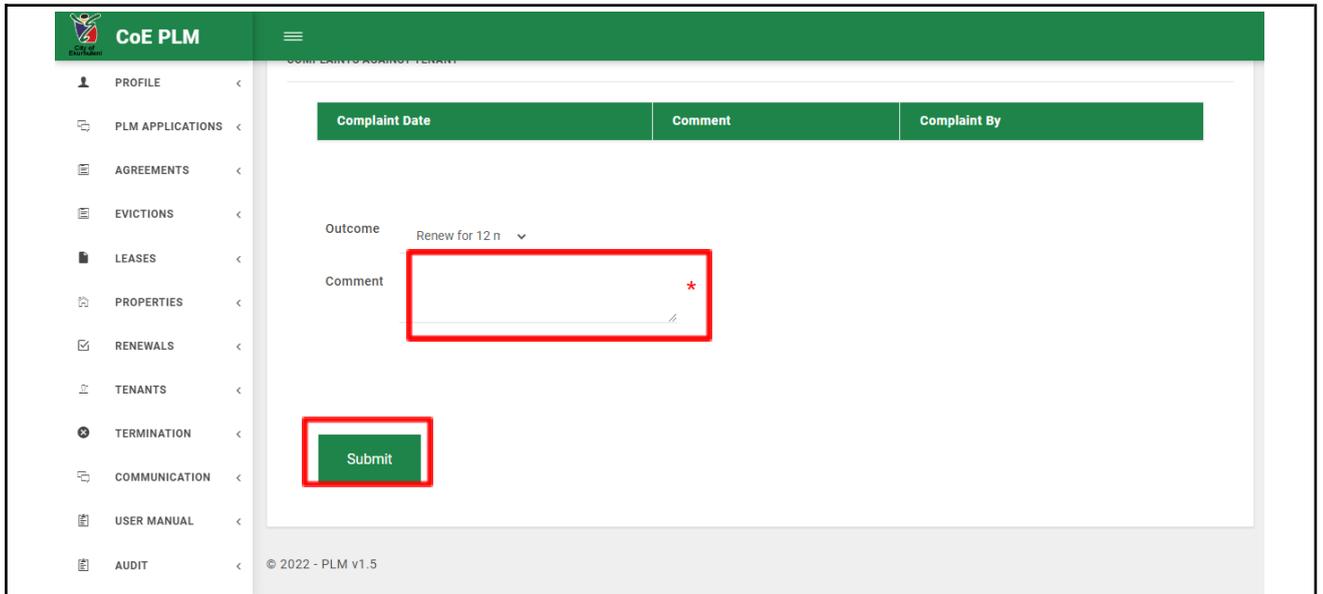


On this screen:

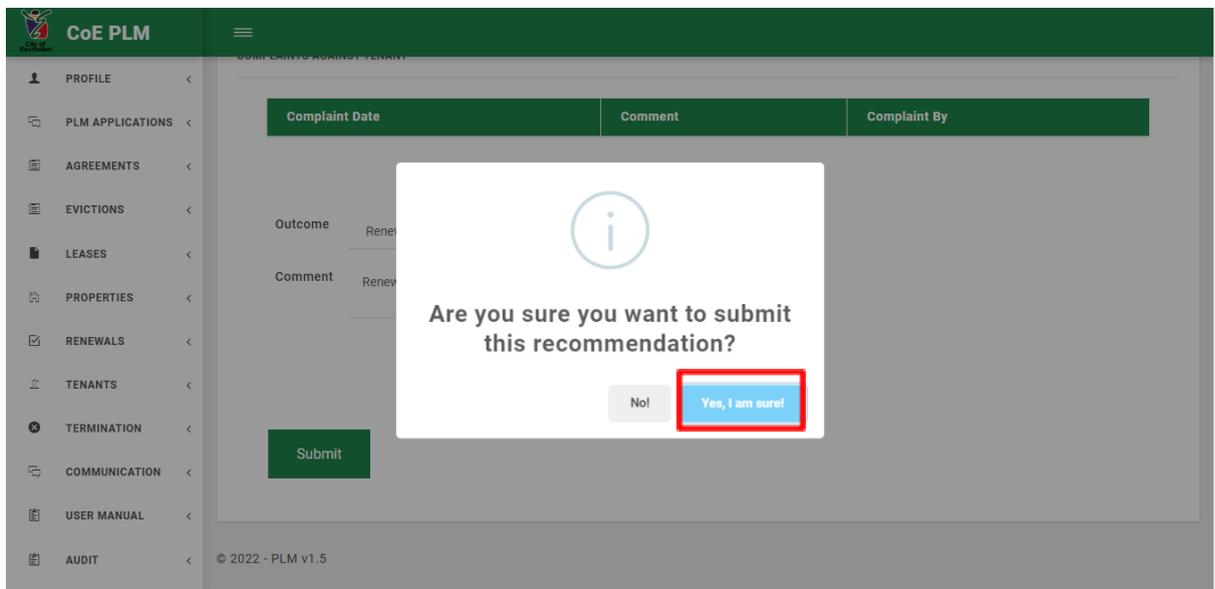
- Select the **Outcome** of choice
- Input a **comment**
- Click the **Submit** button
- A pop-up confirmation will be displayed
- Click **Yes, I am sure**
- You will be redirected to the **Tenants Renewal Applications** page

### Screen

### Evaluating Application



### Evaluating Application



### Pop-up notification



- The application will move to the Property Manager's work queue.

**You have now successfully completed this sub-section**

## 16 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.
	The Search functionality allows you to find what you are looking for.
	The View button allows you to view the attached/generated document.
	Clicking on the User Manual item on the navigation panel, gives to access to view the guidelines of how to navigate the PLM system.

## 17 ASSESSMENTS OF SPECIFIC LEARNING OUTCOMES

Description of Learning Outcomes		
Were you able to?	Yes Tick ✓	No Tick ✓
LOGIN TO PLM		
CAPTURE LEASE DETAILS		
GENERATE LEASE AGREEMENT		
CAPTURE LEASE TERMINIATION		
CAPTURING EVICTION DETAILS		
CAPTURE EVICTION COMMITTEE OUTCOME		
RECOMMEND FOR LEASE RENEWAL		

## 18 NEXT STEPS

You will be required to complete the following:

	Training Evaluation
	Assessment



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