



CPL SOFTWARE

PARTNERS TO PROPERTY FACTORS
& BLOCK MANAGERS

PROPERTY FLOATS

IMPLEMENTATION GUIDE

MARCH 2022

Version 1.1



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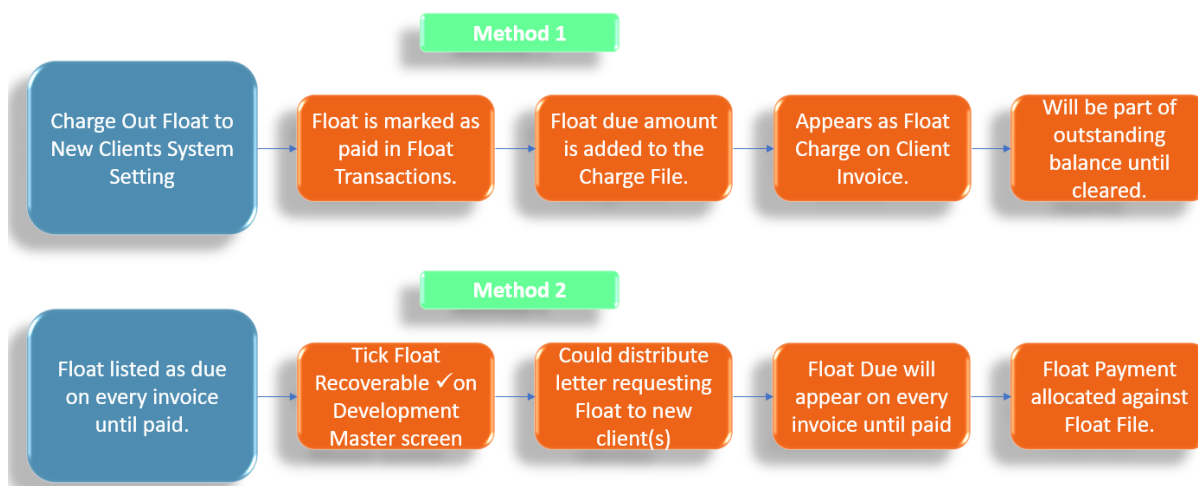
INTRODUCTION

As you will be aware, the purpose of the float in property management is to make sure that you have enough funds to pay for regular costs or small repairs for developments. If handled correctly in terms of the information provided, CPL can track the float amount held against every property and can therefore enable you to refund a float to a client who has sold their property or in the situation where you have ceased to manage a development, to all clients concerned.

There are various settings available in CPL to help you deal with charging out the float to new clients as per your preference and this document will take you through the processes involved.

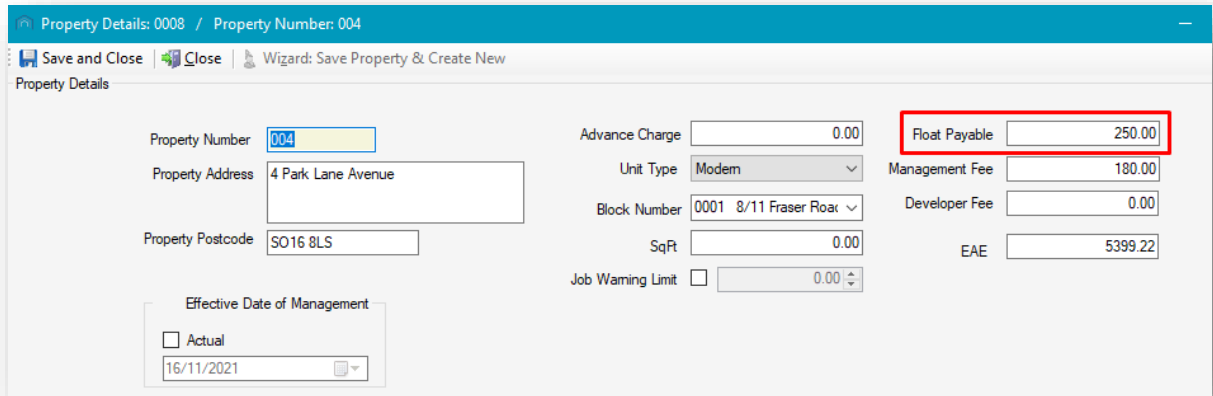
How you handle floats may well be governed by the deeds for properties in a development. You may not charge for a float at all if you are managing the development by billing in advance on a budgeted basis.

There are 2 main options for setting up how floats are invoiced/ paid in CPL and the diagram below summaries these. These will both be explained in more detail within this guide.



FLOAT AMOUNTS IN CPL

Float amounts are entered against the property in CPL.



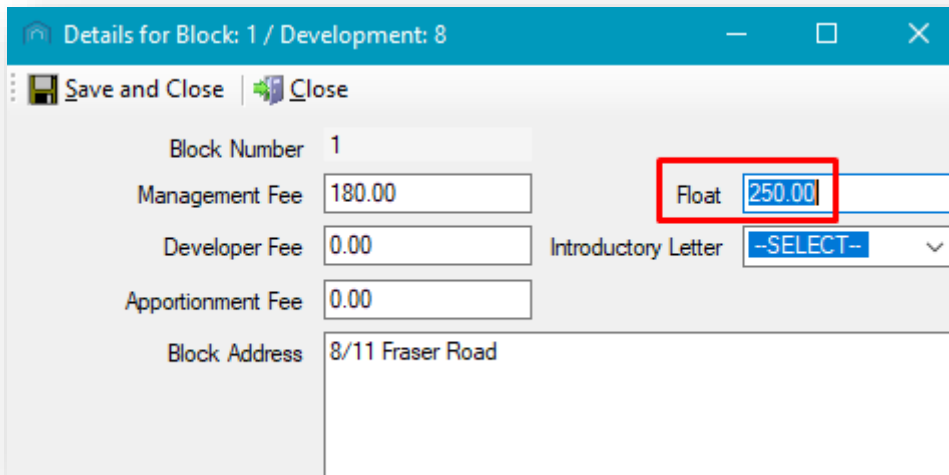
Property Details: 0008 / Property Number: 004

Save and Close | Close | Wizard: Save Property & Create New

Property Details

Property Number	004	Advance Charge	0.00	Float Payable	250.00
Property Address	4 Park Lane Avenue	Unit Type	Modem	Management Fee	180.00
Property Postcode	SO16 8LS	Block Number	0001 8/11 Fraser Road	Developer Fee	0.00
Effective Date of Management		Sqft	0.00	EAE	5399.22
<input type="checkbox"/> Actual	16/11/2021	Job Warning Limit	<input type="checkbox"/> 0.00		

When adding a new development to CPL, the float amount per property can also be entered against the block and then this amount would be applied against every property in that block of the development as the property information is being entered for the first time.

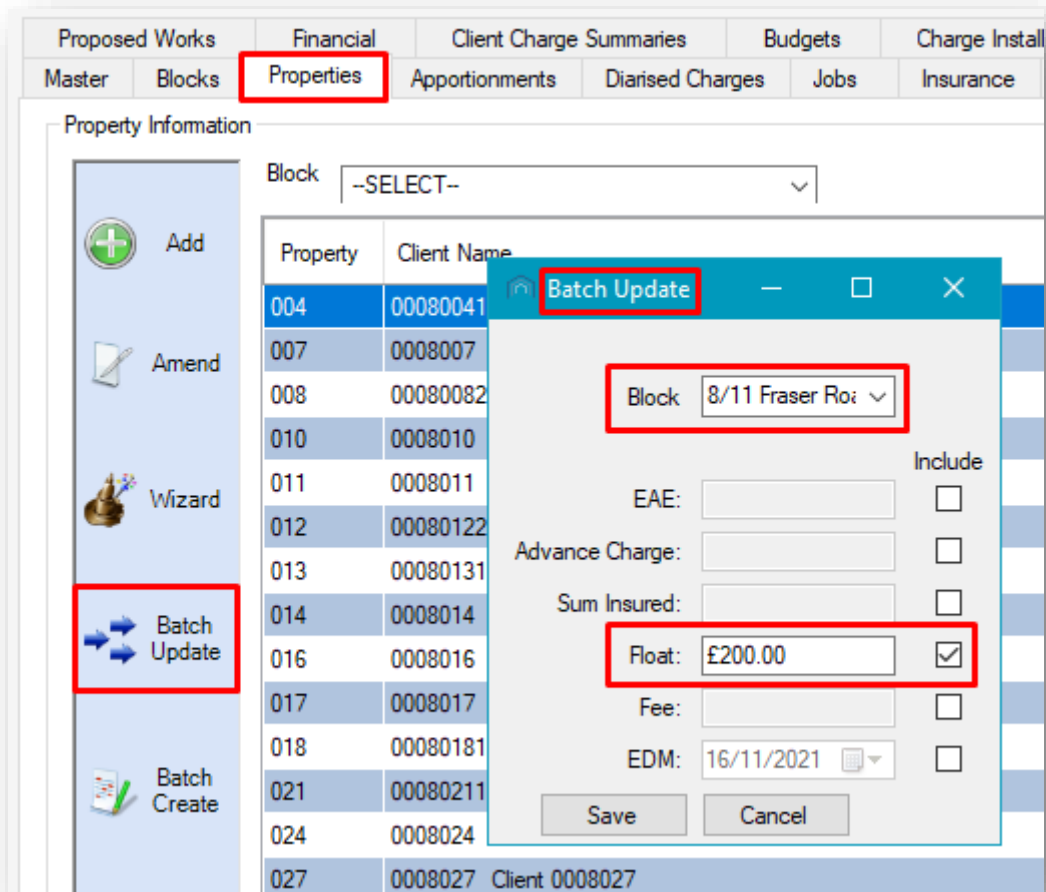


Details for Block: 1 / Development: 8

Save and Close | Close

Block Number	1	Float	250.00
Management Fee	180.00	Introductory Letter	--SELECT--
Developer Fee	0.00		
Apportionment Fee	0.00		
Block Address	8/11 Fraser Road		

The **Batch Update** tool on the **Properties** tab in the development can also be used when you wish to change the float amount for all properties at the one time.



FLOAT SETTINGS IN CPL

The behaviour for invoicing floats in CPL is controlled by a System Setting at the back-end and tick-box options which would need to be activated on every development by yourself.

Although the float amount is held against the property, each client will be expected to pay this when they purchase a property. On selling the property, or when a property management company has ceased to manage a development (and therefore all properties within this development), the float held can be returned to the client.

Every client has a Float Transaction File, in which CPL records whether there is a float held against the property which has been paid by the current client. This information is used when processing the float repayments.

Your choices from the options of the different settings available will be influenced by the way you wish your floats to be billed out and whether you wish clients to be pursued for any unpaid floats.



REQUEST THE FLOAT BY SENDING A LETTER

You can leave all settings off and choose only to send a letter to your new clients to request the float.

You would need to ensure that the correct **Float Payable** amount is recorded against the property to begin with.

Property Details

Property Number	016	Advance Charge	0.00	Float Payable	200.00
Property Address	16 Park Lane Avenue	Unit Type	Tenement	Management Fee	180.00
Property Postcode	SO16 8LS	Block Number	0001 8/11 Fraser Roak	Developer Fee	0.00
		SqFt	0.00	EAE	4808.38
		Job Warning Limit	<input type="checkbox"/> 0.00		

The details on this new client account will show the Float as outstanding for the full amount listed on the appropriate property in the pin panel at the top of the client account:

Float Due	£200.00
Float Paid	£0.00
Float O/S	£200.00
Status	Normal



When they have paid this amount to you, you can process the payment on the **Daily Posting** screen as a **Float Amount** Transaction. This will credit the client's Float Transaction File.

Client Details Peter Hoffman **Status** Normal
0001084 Address

Current Balance	£949.42
Balance Due	£949.42
Float Balance	£200.00
P/W Balance	£339.69

POST COD3

Telephone No
Email Address

Daily Posting

Account Number: 00010842 - Peter Hoffman Date: 17/11/2021

Post Amount: 949.42 **Float Amount: 200.00**

Payment Type: Cash

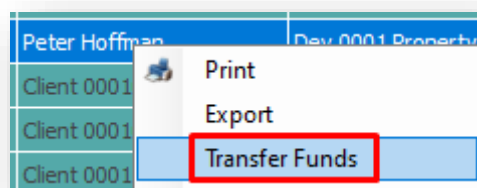
Payment Received - Cash

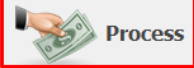
Instalment Details: View Instalment Proposed Works: 0.00

Dr/Cr: Cr

Total: 1149.42 Post

If an automatic payment for the float has been processed onto the client balance from a credit card, BACS or Direct Debit payment, then a **Transfer Funds** option can be used to register this against the **Client Float**.



Property Manager	Crawford	Float O/S	£200.00	Balance Due	
Payment Type	Normal	Status	Normal	PW Balance	
Transaction Date	17 November 2021				
Move Funds From	Client Account				
Move Funds To	Client Float				
Goods	200				
Narrative					
					

The charge for the float will not appear on a client invoice at any point when you have not activated any settings for the float.

FLOAT DUE TO APPEAR ON A CLIENT INVOICE

If you have ticked the **Float Recoverable** option at the bottom of the **Development Master** screen, then a float due amount will appear on every invoice sent out to a client until the client float is marked as paid.

<input checked="" type="checkbox"/> Float Recoverable	<input type="checkbox"/> Grounds Only
<input type="checkbox"/> Web - Show Invoice Breakdown	<input type="checkbox"/> Web - View PL Invoices

You will also need to have ensured that the correct **Float Payable** amount is recorded against the property to begin with.

Property Details					
Property Number	016	Advance Charge	0.00	Float Payable	200.00
Property Address	16 Park Lane Avenue	Unit Type	Tenement	Management Fee	180.00
Property Postcode	SO16 8LS	Block Number	0001 8/11 Fraser Roak	Developer Fee	0.00
		SqFt	0.00	EAE	4808.38
		Job Warning Limit	<input type="checkbox"/> 0.00		

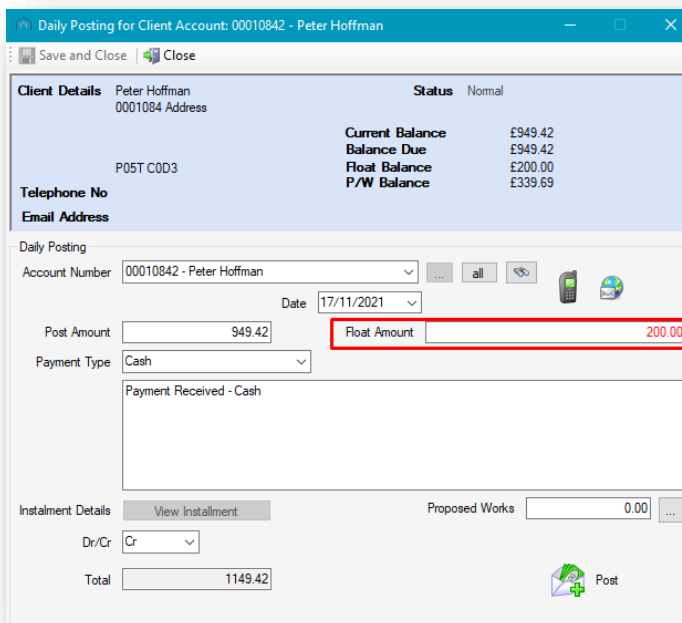
Paul Telfer 21A Scrimshire Lane Athelney TA78ZE		Reference No	00380011	
		Bank	Factoring Services	
		Bank Sort Code	832308	
		Bank Account No	00242598	
Property:	21A Scrimshire Lane , Athelney		Development:	Scrimshire Lane

Date	Description			Amount
BALANCE BROUGHT FORWARD				0.00 DR
				DR
TOTAL PAYMENTS RECEIVED				DR
Description	Full Amount	Your Share	Amount	
Admin Fee				
CPL Property Factoring	15.00	1/1	15.00 *	
Management Fee SJC Test				
Float Due	250.00	1/1	250.00	
Sub Total:			265.00	
VAT:			3.00	
Total Invoice:			268.00	
Previous Balance:			0.00 CR	
Payments For Period:			0.00 CR	
Balance Due:			268.00	

This will appear at the bottom of every invoice until the float is paid, even though it is not a standard charge.

You can still opt to send out a letter/ welcome pack to your clients stating that the float is outstanding and due to be paid.

When they have paid this amount to you, you can process the payment as a Float Amount Transaction as mentioned in the section above.



Client Details Peter Hoffman **Status** Normal
0001084 Address

Current Balance £949.42
Balance Due £949.42
Float Balance £200.00
P/W Balance £339.69

Telephone No P05T C003
Email Address

Daily Posting
Account Number 00010842 - Peter Hoffman Date 17/11/2021

Post Amount 949.42 **Float Amount 200.00**

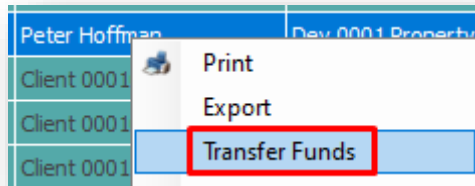
Payment Type Cash
Payment Received - Cash

Instalment Details View Instalment Proposed Works 0.00

Dr/Cr Cr
Total 1149.42 **Post**



If an automatic payment for the float has been processed onto the client balance, then a **Transfer Funds** option can be used to register this against the **Client Float**.



If the client has made a payment by credit card through the Client Web Portal to their account, the amount paid will go against any outstanding balance first and if there are remaining funds, these will be allocated against the float amount.

AUTOMATICALLY CHARGE FLOATS TO NEW CLIENTS

There is a setting which can be configured in CPL which will automatically charge the float out to new clients, when partnered with a tick in the **Float Recoverable** tick-box on the development itself.

If these are both activated, (and the correct float amount is already recorded against the property) then, as soon as a new client is added to the system it credits the Float Transactions File and debits the Client Charge File. This means that it marks the float as having been paid because it has added it as a charge due by the client as part of their outstanding balance.

Float Transactions File marked as paid:

Activity		Disbursed Charges		Web User Tracking					
Account	Addresses Activity	Transaction Activity	Float Transactions	Charge Transaction	Credit Control	Memos	Letters Documents	Allocations	Maps/Directions
Float Transaction Information									
Trans Date	DBN	Dr/Cr	Description	Amount					
28/10/2020	40	Cr	Float due for Client Charges	-150.00					

Charge Transaction File marked as debited for the amount for the float.



Activity		Diarised Charges			Web User Tracking				
Account	Addresses Activity	Transaction Activity	Float Transactions	Charge Transaction	Credit Control	Memos	Letters Documents	Allocations	Maps/Direction
Charge Transaction Information									
Trans Date	Batch/DBN	Description	PL Account	Amount	In				
28/10/2020	994/5897	Float Due		150.00					

This charge will get picked up when you run your first invoice or, if you don't wish to wait until this is due, you can run an amended account to bill your client for this charge.

The float charge would appear on the client's amended account/ invoice as whatever you had set your float description to be. Thereafter, it would be part of any unpaid balance on the client account. It would only be noted on the first invoice as an individual charge and thereafter it would be part of any balance brought forward if it had not been cleared.

When this setting is active and the client pays their float charge, it would not be recorded against the Float Transaction file. Instead, it would be marked against the standard client balance, as the system moved the charge to there when it credited the float transaction file as paid and the charge transaction file as debited for the same amount.

The float information in the pin panel of the client account will always mark the float file as having been paid because the amount has been moved to the charge file. You would have to bear this in mind when searching a client account to find out whether the client float has been paid.

SUE FOR FLOAT

The **Sue for Float** option is located at the bottom of the **Development Master** screen.

Authority To Act: Default

Deeds Held
 Diverted
 Exclude Scheduled Payments
 Float Recoverable
 Common Factor
 Plans Held
 Sue For Float
 Web - Show Invoice Breakdown

If you have ticked the **Sue for Float** option and you are not using the **Charge Float Out to New Clients** system setting, then this will allow the float amount to be included as an amount being chased for in your reminders/ client notices.

Account No	Client Name	Client Exit Date	Times Sent This Notice	Previous Balance	New Balance	Float Due	Disputed Balance	Current Balance
00010842	Peter Hoffman		0	0.00	749.42	200.00	0.00	
00130021	Ioannis Palako		2	0.00	3,643.49	0.00	0.00	3
00340011	Client 00340011	25/06/2021	0	0.00	3,032.33	0.00	0.00	3
00340021	Client 00340021	25/06/2021	0	0.00	3,062.01	0.00	0.00	3

This Sue for Float setting will not be relevant if you have decided to go with the **Charge Out Float to New Clients** setting, as the float has already been marked as paid with the amount being debited from



the Charge File. In this case, any amount owed for the float is part of the balance outstanding for the individual client and won't be able to be picked up as a separate float amount.

PROPERTIES WHERE YOU DON'T WISH TO CHARGE A FLOAT

For any properties where you don't wish to charge a float, you can leave the amount as 0.00 on the property and any settings will not take effect.

Property Details

Property Number	016	Advance Charge	0.00	Float Payable	0.00
Property Address	16 Park Lane Avenue	Unit Type	Tenement	Management Fee	180.00
Property Postcode	SO16 8LS	Block Number	0001 8/11 Fraser Roar	Developer Fee	0.00
		SqPt	0.00	EAE	808.38
		Job Warning Limit	<input type="checkbox"/> 0.00		

ONBOARDING OF NEW PROPERTY MANAGEMENT CUSTOMERS

If you do wish to use the **Charge Out Float to New Clients** setting, this should be left as inactive when you are initially entering your existing developments, properties and clients onto CPL and as you are entering float held and float due amounts into the system.

Once all of this has been done you can activate the setting and it will start to charge all new clients from this point onwards.

Once the float paid and float due has been entered against all clients and the system setting has been activated, there is a global option which will allow you to pick up all clients who do owe a float. The process is called **Charge Outstanding Float** and is located in the **Client Global Actions** menu.

Client Global Actions

Save Close Client Reports

Credit Control Status Batch Update	Diarised Charge Adjustments	Direct Debits/Standing Orders	Disable Exited Client Emails			
GDPR Delete Expired Client Details	Generate Estimated Charges	Invoice Dates Update	Late Payment Fees	Management Fees	Outstanding Balance DD Payments	
Process Owners Charges for Budgeted	Reverse Batches	Sales	Send Introductory Letters	Update EAE		
Portfolio Export	Process Contingencies	Process Float Repayments	Process Green Fees	Process Owners Charges for Actual		
Advanced Charges	Allocation Transfer	Amended Account	Auto Allocations	Charge Outstanding Float	Client Cheques And BACS Export	Client Payment Allocations

Client Account No	Client Name	Float Due	Float OS	Float Paid
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Development: --SELECT--
Property Manager: --SELECT--

PreList Process

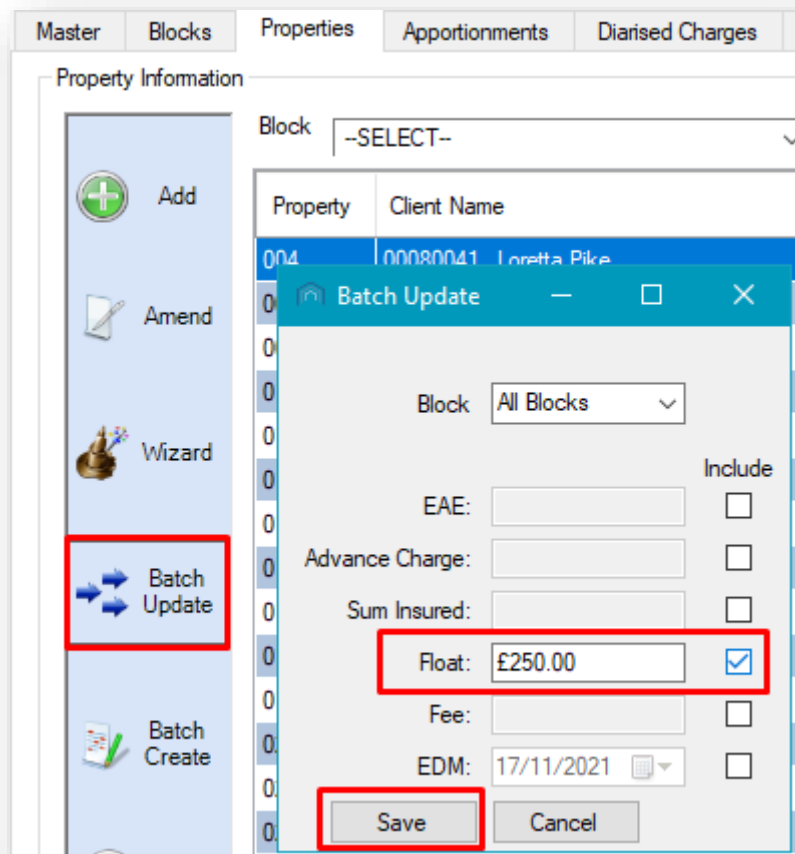


Running this process will allow all clients with unpaid floats to have this marked as paid in the float file and debited in the charge file.

This process would also allow you to charge out additional float amounts if the incorrect amount had initially been entered against the property.

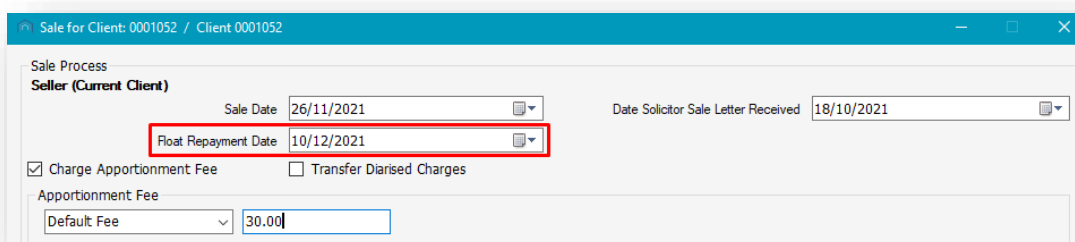
UPDATING FLOAT AMOUNTS

There is a **Batch Update** tool located on the **Development Properties** tab which would allow you to change/increase the float amount registered against all properties.



REFUNDING FLOAT PAYMENTS WHEN PROCESSING PROPERTY SALES OR CEASING TO MANAGE DEVELOPMENTS

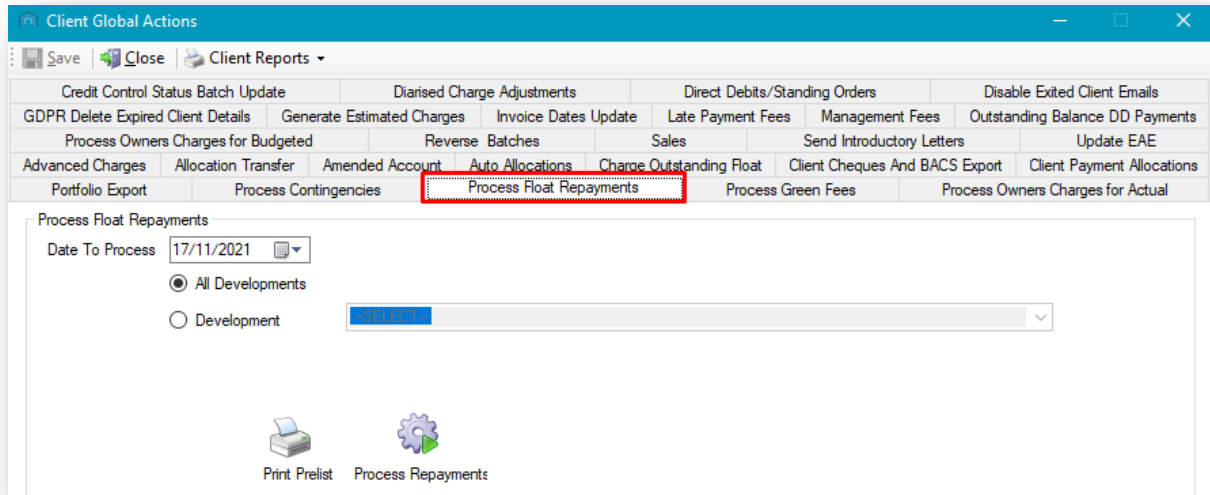
When you process a property sale you can list the date that you wish the float to be repaid as part of the sale process.



Property Management companies will normally set a delay between the sale being processed and the float refund being processed in order to make sure that the exiting client has cleared off any outstanding balance.

Setting this date will allow you to stop CPL from being able to refund the float until after the date you have set.

There is a **Process Float Repayments** process available in the **Client Global Actions** screen.

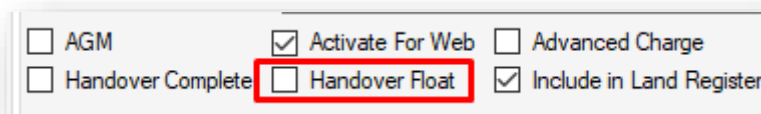


When running this process, it will pick up all exiting clients, with a float repayment date set for earlier than the date you select on the **Process Float Repayments** screen.

This will credit the float amount onto the **Client Charge File** for the exiting client and allow you to refund it or have it set against any charges they owe on their final invoice.

HANDOVER FLOAT

There is a **Handover Float** tick-box option located at the bottom of the **Development Master** screen.



You would only tick this if you wanted to pass a float held from an exiting client to an incoming client. You may have a reason to tick this if it is part of an agreement that a developer of a new site has made with the clients purchasing the properties.

Before any standard client sales needed to be processed for this new development, you would want to make sure that this was un-ticked to prevent the float from being handed over to the buyer from the seller. This feature should be used with caution to avoid errors being made.



CPL KNOWLEDGE BASE

This training guide forms part of CPL's Knowledge Base which is available for all CPL users at <https://contact.cplsoftware.com/portal/home>

The CPL Knowledge Base will be continually updated with additional guides and information. If you have any questions or suggestions for further guides we'd be happy to hear from you. You can contact CPL Support by emailing us at support@cplsoftware.com or through our portal at <https://contact.cplsoftware.com/portal/home> or calling us on 0345 646 0240 (option 1).