

## Importing your data into AgentOS

This blueprint document is designed to guide you on how the data you are currently holding on your legacy software is prepared and imported ready for use on the AgentOS system. This will normally happen in conjunction with any training included with your setup, meaning the system should be ready for you to start using soon afterwards.

Normally we'll look to take you through this data import process where you have more than 30 active tenancies, but make sure you speak to us if you haven't already before you fill anything out so we can make sure this is the best way for you to get your data on to the system.

Firstly, you'll need to get your current lettings data from your legacy software in spreadsheet format and establish if any data from that system is missing or needs amending.

Once you have this information, you'll need to transfer it into the [spreadsheet formats available from the Onboarding section of the AgentOS Help Desk](#). We'll normally then take an initial look at some sample data in our spreadsheet format, in order to give you some feedback before you go ahead and fill everything in. Once you are happy with the sample data you can fill out the remaining details, and we'll import the details onto AgentOS for you ready to use.

The following pages show a list of data we can bring in to AgentOS, you'll be able to add most things that aren't listed here to the system directly after this initial data has been imported. We'll normally speak to you at the start of the import process to establish which of these spreadsheets you should prioritise, and if any can be left for now.

Feel free to get in touch if you'd like to check this.

**IMPORTANT:** Any columns in spreadsheets that contain numbers should be saved in a Text format to preserve the information when saved as .csv files. You can do this in Excel by right-clicking the column and using Format Cells.

## Contacting the Onboarding Team

As you work on these spreadsheets, we are happy to answer any questions you might have, or to give feedback on any data that you might want us to take a look at. You can get in touch with us through:

**EMAIL:** [onboarding@agentos.com](mailto:onboarding@agentos.com)

**PHONE:** 02922 947 523

Landlord Spreadsheet:

PersonID	...	

Property Spreadsheet:

PropertyID	LandlordID	...

Tenancy Spreadsheet:

PropertyID	TenancyID	...

Tenant Spreadsheet:

PersonID	...	TenancyID

## Spreadsheet Linking Guide

As you fill the spreadsheets in, you'll see that some of the ID columns appear on more than one sheet, and the same ID details should be used on all. These are:

- PersonID from [Landlord spreadsheet](#) is known as LandlordID elsewhere
- LandlordID should match the PersonID above on the [Property spreadsheet](#), [Bank Account Spreadsheet](#), and [Landlord Finances](#) spreadsheets
- PropertyID must match on the [Property](#), [Tenancy](#), [Certificate](#) and [Property Facility](#) and [Maintenance Jobs](#) spreadsheets
- TenancyID must match on the [Tenancy](#) and [Tenant](#) spreadsheets
- PersonID from the [Tenant](#) spreadsheet is known as TenantID elsewhere
- TenantID should match the PersonID above on the [Tenant Finances](#) and [Bank Account](#) spreadsheets
- PersonID from the [Contractor](#) spreadsheet is known as ContractorID elsewhere
- ContractorID should match the PersonID above on the [Contractor Finances](#), [Bank Account](#) and [Maintenance Jobs](#) spreadsheets

This tells our data importer tool that information from different sheets should be linked to each other, for example a property being owned by a particular landlord, or that one or more tenants are on a tenancy together.

## 1. Priority and Recommended Spreadsheets

Some of the spreadsheets that you'll fill in are ones that we'll normally need as a priority, and in most cases, you'll fill these in first. These are generally:

- [Landlord](#)
- [Property](#)
- [Tenancy](#)
- [Tenant](#)
- [Area](#)

Along with this, most agents will tend to complete these around the same time:

- [Contractor](#)
- [Bank Account](#)
- [Certificate](#)

This may not be the case for everyone, however, so please get in touch if you'd like to check this with us.

You'll find on the next few pages guides on how to fill these in, and which fields are mandatory or optional when you come to do these. Mandatory fields for each spreadsheet appear in bold.

## Landlord Spreadsheet

**IMPORTANT:** This spreadsheet is mandatory. Only one landlord can be added per property via our importer, but please add all of your landlords to this spreadsheet. Linking any additional landlords to a property can be done using the data that is imported as a post-import task directly on the system.

Field Name	Format	Mandatory/Optional	Notes	Example
PersonID		Mandatory	Unique landlord ID of your choice. Only used for import of data into AgentOS.	LAN1
Title		Optional	10-character limit.	
Forename		Optional	10-character limit.	
Middlename		Optional	10-character limit.	
Surname		Mandatory	50-character limit. If adding multiple profiles for one landlord add an identifier here to tell them apart. If landlord is a company, then add business name here	
BranchID	Name of branch	Mandatory	Check with AgentOS if unsure	
DOB	Date in DD/MM/YYYY format	Optional		
EMailAddress	Must be email address only, no other text allowed	Optional*	*Mandatory if EmailLetters is set to TRUE. Enter a single email address only, add any others to GeneralNotes.	
MobilePhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
LandPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
FaxPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
Address1		Mandatory		

Address2		Optional		
Address3		Optional		
Address4		Optional		
<b>Postcode</b>	<b>XX0 0XX</b>	<b>Mandatory</b>	<b>Overseas postcodes or zip codes can also be entered here.</b>	
<b>Country</b>	<b>Country name with capitalised first letters, no spaces</b>	<b>Mandatory</b>		<b>UnitedKingdom</b>
GeneralNotes		Optional		
<b>EEmailLetters</b>	<b>TRUE or FALSE</b>	<b>Mandatory</b>	<b>TRUE if primary correspondence is via email, FALSE if by post. Must be FALSE if no EmailAddress entered.</b>	
OptOutGeneralMarketing	TRUE or FALSE	Optional		
LegacyReference		Optional		
<b>ManagementFee</b>	<b>Fee percentage as number only, no % sign</b>	<b>Mandatory</b>	<b>If a fixed amount fee or no fee is charged add 0 here</b>	<b>12</b>
GuaranteedRentFeeOverride	Fee percentage as number only, no % sign	Optional	If a fixed amount fee or no fee is charged add 0 here	15
<b>NRLApplies</b>	<b>TRUE or FALSE</b>	<b>Mandatory</b>	<b>TRUE if landlord lives overseas, FALSE if in UK</b>	
NRLExemption	HMRC approval number for non-resident landlord tax	Optional	Overseas landlords only - leave blank if you collect tax on landlord's behalf, add approval number if they handle their own tax.	
DezrezID		Optional		
LicenseNumber		Optional		
RequireCleanAddress		Optional		

## Property Spreadsheet

**IMPORTANT:** This spreadsheet is mandatory. If you rent out properties room by room and each tenant signs their own individual agreement you need to enter an individual property record on this spreadsheet e.g., Room 1, 1 High Street; Room 2, 1 High Street etc. This is so we can show overlapping tenancies for each room with different dates and rent amounts.

Field Name	Format	Mandatory/Optional	Notes	Example
PropertyID		Mandatory	Unique property ID of your choice. Only used for import of data into AgentOS.	PROP1
LandlordID	Same unique ID as on landlord sheet	Mandatory		LAN1
AreaID	Geographic area property is located in	Mandatory	This ties in with separate <a href="#">Area</a> spreadsheet and should match IDs used on there.	Balham
AddressNumber	Can be text or number	Mandatory	Include both flat/room and property number here	Flat 1, 23
Address1	Text	Mandatory	Street name, excluding property number.	High Street
Address2		Optional		
Address3		Optional		
Address4		Optional		
Postcode	XX00 0XX or XX0 0XX	Mandatory		SW12 1HT
PropertyType	See <a href="#">annex</a> for available types	Mandatory		SemiDetachedHouse
Bedrooms	Number of bedrooms in this property record	Mandatory	Enter studio flats as 0.	3
PurchaseDate	Date in DD/MM/YYYY format	Optional		
Description		Optional	This is used for marketing on portals and websites.	
KeyNumber		Optional	These are recorded as Tenant key sets. Any keys held in office can be added post-import.	
MaintenancePreferences		Optional	Text only, 255-character limit.	
SecurityNotes		Optional		
GeneralNotes		Optional		

ManagementFee	Fee percentage as number only, no % sign	Optional	Only add a figure here if it applies to the specific property, as it overrides the fee added to the <a href="#">Landlord</a> spreadsheet. If a fixed amount fee add 0 here.	12
<b>HasGas</b>	<b>TRUE or FALSE</b>	<b>Mandatory</b>		<b>TRUE</b>
HasWater		Optional		
GasMeter		Optional		
WaterMeter		Optional		
ElectricityMeter		Optional		
ElectricityMeter2		Optional		
ElectricityMeter3		Optional		
ElectricityMeter4		Optional		
ElectricityMeter5		Optional		
ElectricitySerial1		Optional		
ElectricitySerial2		Optional		
ElectricitySerial3		Optional		
ElectricitySerial4		Optional		
ElectricitySerial5		Optional		
ElectricityFuseBox		Optional		
DezrezID		Optional		
PropertySourceID		Optional		

## Tenancy Spreadsheet

**IMPORTANT:** This spreadsheet is mandatory. If you have tenancies on the same property for future dates then give those a unique TenancyID, but use the same PropertyID as used on the [property](#) spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
PropertyID	Same unique ID as on property sheet	Mandatory	Must match those used on <a href="#">Property</a> sheet.	PROP1
TenancyID	Unique tenancy ID	Mandatory	Unique tenancy ID of your choice. Only used for import of data into AgentOS.	TENANCY1
IsSignedTenancy	TRUE or FALSE	Mandatory	Any tenancies where the tenant has not signed paperwork in real terms can be imported as Let Agreed by adding FALSE to this field, to allow changes on the system before signing.	TRUE
ServiceID	Text only, no spaces	Mandatory	Service you offer on this tenancy e.g. Managed, Let Only, Tenant Find, Rent Collection etc.	LetOnly
IsRoomInProperty	TRUE or FALSE	Optional		TRUE
IsStudentProperty	TRUE or FALSE	Optional		TRUE
SpecialCharge1		Optional	Descriptive only, do not use to enter charges to become due on AgentOS.	
InspectionNotes		Optional		
AccessNotes		Optional		
InstructionAccessName1		Optional		
InstructionAccessName2		Optional		
InstructionAccessName3		Optional		
InstructionAccessNumber1		Optional		
InstructionAccessNumber2		Optional		
InstructionAccessNumber3		Optional		
StartDate	Date in DD/MM/YYYY format	Mandatory		

<b>FixedDate</b>	<b>Date in DD/MM/YYYY format</b>	<b>Mandatory</b>	<b>Date when the initial term of the tenancy runs until. For any tenancies in Scotland enter the same as StartDate.</b>	
EndDate	Date in DD/MM/YYYY format	Optional	Date (if any) when the tenancy is due to end. Do not enter if tenancy is due to go or has gone periodic (unless notice has been given).	
ClosedDate	Date in DD/MM/YYYY format	Optional	Only enter if adding historic data rather than current tenancies.	
<b>BondRequired</b>	<b>Text format, no £ sign</b>	<b>Mandatory</b>	<b>Deposit amount. Enter 0 if no deposit is due, or where a custodial scheme already holds the funds for you</b>	<b>600</b>
<b>RentTotal</b>	<b>Text format, no £ sign</b>	<b>Mandatory</b>	<b>Total rent for whole tenancy in given period (i.e. Monthly/Quarterly - see RentSchedule below).</b>	<b>500</b>
<b>MinBeds</b>		<b>Mandatory</b>	<b>Minimum occupancy</b>	<b>1</b>
<b>MaxBeds</b>		<b>Mandatory</b>	<b>Maximum occupancy</b>	<b>2</b>
InspectionRecurrence		Optional	How many times per schedule.	1
InspectionSchedule	See <a href="#">annex</a> for available types	Optional	How often	Quarterly
<b>MinTerm</b>		<b>Mandatory</b>	<b>Number of months for original tenancy term.</b>	<b>6</b>
<b>MaxTerm</b>		<b>Mandatory</b>	<b>Number of months for original tenancy term.</b>	<b>12</b>
<b>RentCollectionDate</b>	<b>Date in DD/MM/YYYY format, must be in future</b>	<b>Mandatory</b>	<b>Future date when the next rent is due. If the tenancy is ended or there is no further rent to make due, leave blank. Please speak to AgentOS if unsure on date to use.</b>	<b>01/12/2017</b>
OpeningInventoryCarriedOut	Date in DD/MM/YYYY format	Optional		
OpeningInventorySignedByTenant	Date in DD/MM/YYYY format	Optional		

ClosingInspectionCarriedOut	Date in DD/MM/YYYY format	Optional		
ClosingInspectionSignedByTenant	Date in DD/MM/YYYY format	Optional		
<b>RentDateType</b>	<b>NextCollectionDate</b>	<b>Mandatory</b>	<b>Enter this exactly as shown.</b>	<b>NextCollectionDate</b>
<b>RentSchedule</b>	See <a href="#">annex</a> for available types	<b>Mandatory</b>	<b>How often is the RentTotal due.</b>	<b>Monthly</b>
<b>Furnished</b>	<b>Furnished, PartFurnished or Unfurnished</b>	<b>Mandatory</b>	<b>If not available use any.</b>	<b>Furnished</b>
<b>ResponsibleGas</b>	<b>Landlord, Tenant or NotApplicable</b>	<b>Mandatory</b>	<b>Landlord where bills included, normally Tenant otherwise.</b>	<b>Tenant</b>
<b>ResponsibleElectricity</b>	<b>Landlord, Tenant or NotApplicable</b>	<b>Mandatory</b>	<b>Landlord where bills included, normally Tenant otherwise.</b>	<b>Tenant</b>
<b>ResponsibleWater</b>	<b>Landlord, Tenant or NotApplicable</b>	<b>Mandatory</b>	<b>Landlord where bills included, normally Tenant otherwise.</b>	<b>Tenant</b>
<b>ResponsibleCouncilTax</b>	<b>Landlord, Tenant or NotApplicable</b>	<b>Mandatory</b>	<b>Landlord where bills included, normally Tenant otherwise.</b>	<b>Tenant</b>
<b>ResponsibleTelephone</b>	<b>Landlord, Tenant or NotApplicable</b>	<b>Mandatory</b>	<b>Landlord where bills included, normally Tenant otherwise.</b>	<b>Tenant</b>

## Tenant Spreadsheet

**IMPORTANT:** This spreadsheet is mandatory. In tenancies with multiple tenants please enter each tenant as an individual record on this sheet.

Field Name	Format	Mandatory/Optional	Notes	Example
PersonID		Mandatory	Unique tenant ID of your choice. Only used for import of data into AgentOS.	Ten1
Title		Optional	10-character limit.	
Forename		Optional	10-character limit.	
Middlename		Optional	10-character limit.	
Surname		Mandatory	50-character limit. If tenant is a company, then add business name here.	
BranchID	Name of branch	Mandatory		
DOB	Date in DD/MM/YYYY format	Optional		
EMailAddress	Must be email address only, no other text allowed	Optional*	*Mandatory if EmailLetters is set to TRUE. Enter a single email address only, add any others to GeneralNotes.	
MobilePhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
LandPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
FaxPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
Address1		Optional	Do not enter the tenancy address here, this is for a pre-tenancy address or similar.	
Address2		Optional		

Address3		Optional		
Address4		Optional		
Postcode	XX00 0XX or XX0 0XX	Optional		
<b>Country</b>	<b>Country name with capitalised first letters, no spaces</b>	<b>Mandatory</b>		<b>UnitedKingdom</b>
GeneralNotes		Optional		
<b>EEmailLetters</b>	<b>TRUE or FALSE</b>	<b>Mandatory</b>	<b>TRUE if primary correspondence is via email, FALSE if by post. Must be FALSE if no EmailAddress entered.</b>	<b>TRUE</b>
OptOutGeneralMarketing	TRUE or FALSE	Optional		FALSE
LegacyReference		Optional		
<b>TenancyID</b>	<b>Same unique ID as on <a href="#">tenancy</a> sheet</b>	<b>Mandatory</b>	<b>This is used to show which tenants live in which tenancy.</b>	<b>TENANCY1</b>
<b>RentAmount</b>	<b>Text format, no £ sign</b>	<b>Mandatory</b>	<b>Rent for this individual tenant only.</b>	<b>500</b>
GuarantorTitle		Optional	10-character limit.	
GuarantorForename		Optional	10-character limit.	
GuarantorSurname		Optional	50-character limit.	
GuarantorAddress1		Optional		
GuarantorAddress2		Optional		
GuarantorAddress3		Optional		
GuarantorAddress4		Optional		
GuarantorPostcode	XX00 0XX or XX0 0XX	Optional		
GuarantorCountry	Country name with capitalised first letters, no spaces	Optional		UnitedKingdom
GuarantorPhoneNumber	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign.	
DezrezID		Optional		
CollectRentByDD	TRUE or FALSE	Optional		TRUE

HeadTenant	TRUE or FALSE	Optional	TRUE if one tenant is responsible for the total rent solely, FALSE if each tenant needs to show their own arrears.	TRUE
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## Area Spreadsheet

**IMPORTANT:** This spreadsheet is mandatory. These geographic areas tie in with what you've entered on your [property](#) spreadsheet under AreaID and are used for both advertising and applicant matching on AgentOS. You can make these areas as broad or as specific as you need, based on what your prospective tenants may ask you for.

Field Name	Format	Mandatory/Optional	Notes	Example
AreaID	Same unique ID as on <a href="#">property</a> sheet	Mandatory		Balham
Name	Text only	Mandatory	Name of area as you'd like it to show on the system and on advertising.	Balham
BranchID	Name of branch	Mandatory	Check with AgentOS if unsure.	

## Contractor Spreadsheet

**IMPORTANT:** This spreadsheet is optional but recommended. As well as tradespeople this list can include utility providers, councils and other third parties that you deal with. In particular this sheet should be completed for any contractors where you are holding funds, or where you may need to show funds being paid out in the future, although you can also include any others too.

Field Name	Format	Mandatory/Optional	Notes	Example
<b>PersonID</b>		<b>Mandatory</b>	<b>Unique contractor ID of your choice. Only used for import of data into AgentOS.</b>	<b>CON1</b>
Title		Optional	10-character limit.	
Forename		Optional	10-character limit.	
Middlename		Optional	10-character limit.	
<b>Surname</b>		<b>Mandatory</b>	<b>50-character limit. If contractor is a company, then add business name here.</b>	
<b>BranchID</b>	<b>Name of branch</b>	<b>Mandatory</b>	<b>Check with AgentOS if unsure.</b>	
DOB	Date in DD/MM/YYYY format	Optional		
EMailAddress	Must be email address only, no other text allowed	Optional*	*Mandatory if EmailLetters is set to TRUE. Enter a single email address only, add any others to GeneralNotes.	
MobilePhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
LandPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
FaxPhone	00000 000000	Optional	Leave a space between first five and remaining six numbers. International numbers must be added without + sign. Enter a single phone number only, add any others to GeneralNotes.	
<b>Address1</b>		<b>Mandatory</b>	<b>Contractor's correspondence address.</b>	

Address2		Optional		
Address3		Optional		
Address4		Optional		
Postcode	XX00 0XX or XX0 0XX	Mandatory		
Country	Country name with capitalised first letters, no spaces	Mandatory		UnitedKingdom
GeneralNotes		Optional		
EMailLetters	TRUE or FALSE	Mandatory	TRUE if primary correspondence is via email, FALSE if by post. Must be FALSE if no EmailAddress entered.	TRUE
OptOutGeneralMarketing	TRUE or FALSE	Optional		FALSE
LegacyReference		Optional		
ContractorTypeID	See <a href="#">annex</a> for available types	Mandatory	ID for type of contractor that you are adding. Can use the same IDs for multiple contractors.	Maintenance

## Bank Account Spreadsheet

**PLEASE NOTE:** This spreadsheet is optional but recommended. Bank details need to be added in order to show payments out to landlords, contractors and tenants. These can be added here, or directly to the system once that person's details are imported in. Please only complete this spreadsheet where you hold those details, if you do not have bank details for a person then they can be left off of this spreadsheet completely.

**IMPORTANT:** If any account numbers or sort codes start with zeros then please leave a space between those and the rest of the number e.g., 00 123456 or 0 1-23-45.

Field Name	Format	Mandatory/Optional	Notes	Example
LandlordID	Same unique ID as on <a href="#">landlord</a> sheet	Mandatory*	*Mandatory for Landlord only	LAN1
TenantID	Same unique ID as on <a href="#">tenant</a> sheet	Mandatory*	*Mandatory for Tenant only.	TEN1
ContractorID	Same unique ID as on <a href="#">contractor</a> sheet	Mandatory*	*Mandatory for Contractor only	CON1
AccountNumber	Min 6 max 8 number	Mandatory		11111111 or 00 891234 (with a space after any zeros)
AccountSortCode	11-11-11 or 11 11 11	Mandatory	The sort code must be exactly as specified in your BACS file (if applicable).	11 11 11 or 0 1-23-45 (with a space after any zeros)
AccountName		Mandatory	Max. 60 characters.	Mrs A Landlord
BankName		Optional*	*Mandatory if BankAddress is filled in.	HSBC
BankAddress1		Optional*	*Mandatory if BankName is filled in.	1 High Street
BankAddress2		Optional		Cardiff
BankAddress3		Optional		
BankAddress4		Optional		
BankPostcode	XX00 0XX or XX0 0XX	Optional*	*Mandatory if BankName is filled in	CF24 4AY
LegacyBACSReference		Optional	BACS reference from legacy software (if applicable). Maximum 18 characters.	

### Certificate Spreadsheet

**IMPORTANT:** This spreadsheet is optional but recommended. You can add these to the system directly later if you'd prefer, although this may take you more time to do.

Field Name	Format	Mandatory/Optional	Notes	Example
PropertyID	Same unique ID as on <a href="#">property</a> sheet	Mandatory		PROP1
DueAt	Date in DD/MM/YYYY format	Mandatory		
Description	Description of certificate	Mandatory	Max 1000 characters	Gas Safety Certificate
Responsibility	Tenant, Agent or Landlord	Mandatory	Who arranges the certificate when next due?	Landlord
CertificateType	See <a href="#">annex</a> for available types	Mandatory	Customised types can be added here if required.	GasSafety

## 2. Optional Lettings Spreadsheets

In addition to the priority and recommended spreadsheets, we also offer some additional spreadsheets that can be filled in to supplement these. These are optional, and we are able to proceed with importing your data without these if you'd prefer. These are:

- [Property Facilities](#)
- [Maintenance Jobs](#)

## Property Facilities Spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
PropertyID	Same unique ID as on <a href="#">property</a> sheet	Mandatory		PROP1
Facility Type	Text only	Mandatory	Custom types can be added to AgentOS as required.	Garage
Comment		Optional		

## Maintenance Jobs Spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
<b>PropertyID</b>	Same unique ID as on <b>property</b> sheet	<b>Mandatory</b>		<b>PROP1</b>
ContractorID	Same unique ID as on <b>contractor</b> sheet	Optional*	*Optional but recommended.	CON1
<b>CreatedAt</b>	<b>Date in DD/MM/YYYY format</b>	<b>Mandatory</b>	<b>Date job reported.</b>	
NextActionDate	Date in DD/MM/YYYY format	Optional		
NextActionNote	Date in DD/MM/YYYY format	Optional		
<b>StatusID</b>	<b>Reported, Actioned or Closed</b>	<b>Mandatory</b>	<b>Use one of these three types only.</b>	<b>Actioned</b>
<b>Priority</b>	<b>High, Medium or Low</b>	<b>Mandatory</b>	<b>Use one of these three types only.</b>	<b>Medium</b>
<b>Description</b>	<b>Text only</b>	<b>Mandatory</b>	<b>Description of work booked.</b>	
<b>Type</b>	See <b>annex</b> for available types	<b>Mandatory</b>		<b>GeneralMaintenance</b>
AccessKeysNoAppointment	TRUE or FALSE	Optional	Does the contractor need to collect keys from your office for access?	FALSE

### 3. Financial Spreadsheets

As part of your setup, you'll normally speak to our Onboarding team about when you'll start to use the client accounting functionality on AgentOS, and when we'll set an opening balance of your client account on the system. This agreed live date can be at the same time as you start using the lettings and property management side of the system, or at an agreed point later on once you are more familiar with using those areas.

To help with this process we make three accounting spreadsheets available for you to fill in closer to that date, so that you can show what your client account balance is made up of. These are:

- [Landlord Finances](#)
- [Tenant Finances](#)
- [Contractor Finances](#)

**IMPORTANT:** You only need to fill these spreadsheets in once your accounts live date is agreed. Please check with the Onboarding team first if you are unsure.

**Only those landlords, tenants and contractors with a relevant credit or arrears balance need to be included on these spreadsheets. Please leave off any people with zero balance.**

**PLEASE NOTE:** We can only import balances for people included on the original import of lettings data, as we require the unique ID used previously in order to do this. For anyone not imported into the system using the spreadsheets you'll need to allocate their opening balance on AgentOS manually once you go live.

## Landlord Finances Spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
LandlordID	Same unique ID as on <a href="#">landlord</a> sheet	Mandatory		LAN1
FundsHeld	No £ signs, text format	Mandatory	Total of funds held for the landlord in your client account at your accounts live date, including any float amount (see FloatHeld below).	1200
FloatHeld	No £ signs, text format	Mandatory	Total of float held currently held in client account for landlord maintenance. Enter 0 if none held.	600

## Tenant Finances Spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
TenantID	Same unique ID as on <a href="#">tenant</a> sheet	Mandatory		TEN1
OutstandingRent	No £ signs, text format	Mandatory	Amount of rent outstanding for individual tenant at accounts live date. Enter 0 if tenant has no arrears	1000
DepositHeld	No £ signs, text format	Mandatory	Amount of deposit funds either due or held for tenant in client account at accounts live date. Enter 0 here if funds are held externally with a custodial scheme like DPS or LPS, or if no deposit is held/due	500
FundsHeld	No £ signs, text format	Mandatory	Total of funds held for the tenant in your client account at your accounts live date, including any DepositHeld amount (see above).	1200

## Contractor Finances Spreadsheet

Field Name	Format	Mandatory/Optional	Notes	Example
<b>ContractorID</b>	Same unique ID as on <a href="#">contractor</a> sheet	Mandatory		CON1
<b>FundsHeld</b>	No £ signs, text format	Mandatory	Total of funds held for the contractor in your client account at your accounts live date.	250

## 4. Annex

Some fields on the spreadsheet have set types that you are able to use. This section lists these types, they need to be entered to the relevant spreadsheet fields exactly as they appear here (including any capital letters and without any spaces).

### PropertyType ([Property Spreadsheet](#))

- House
- FlatApartment
- Bungalow
- Land
- HouseFlatShare
- GarageParking
- CommercialProperty
- TerracedHouse
- EndTerraceHouse
- SemiDetachedHouse
- DetachedHouse
- SemiDetachedBungalow
- TownHouse
- Cottage
- ServicedApartment
- Studio
- Apartment

### RentSchedule/InspectionSchedule ([Tenancy Spreadsheet](#))

- Weekly
- FourWeekly
- Monthly
- Quarterly
- SixMonthly
- Yearly

ContractorTypeID ([Contractor Spreadsheet](#))

- CouncilTaxRates
- ElectricitySupplier
- EPCTSurveyor
- GasSupplier
- LicensingCouncil
- Maintenance
- WaterSupplier

CertificateType ([Certificate Spreadsheet](#))

- GasSafety
- ElectricalInstallation
- FireAlarm
- EmergencyLighting
- ElectricPortableAppliance
- HMOLicence
- EnergyPerformance
- Legionella

Type ([Maintenance Jobs Spreadsheet](#))

- Certificate
- ClosingInspection
- General
- InterimInspection
- OpeningInventory
- Refurbishment