Download the Yardi Condo Violations app to your phone

Click on Connection

Fill in the following information (it has to be exact) (you only need to do this when adding this app to a device)

PLEASE NAME YOUR CONNECTION

Towne

PLEASE ENTER YOUR CREDENTIALS

www.yardiaspla1.com/52330towne60
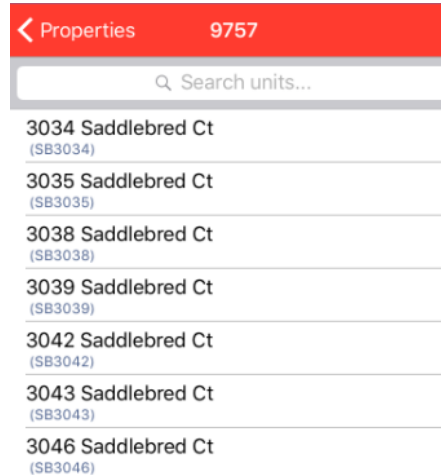
ameknl_live

UASQL21_2K12

Go back to the log-in screen, enter your Yardi credentials and click Sign In

You will have access to all your properties - click on a property to view all units

To enter a violation and upload a photo (up to 5 per violation), click on the unit number – this will take you to the Violation screen. Enter the Status, Due Date and Notes. If you chose a violation template, the notes can still be edited if you need to. Click Add Picture. Once your picture is added, click Save.

DON'T USE DUE DATE! Leave this blank!

To upload your violations into Yardi, go back to the Properties screen and click on the Menu icon ☰ then click Sync.

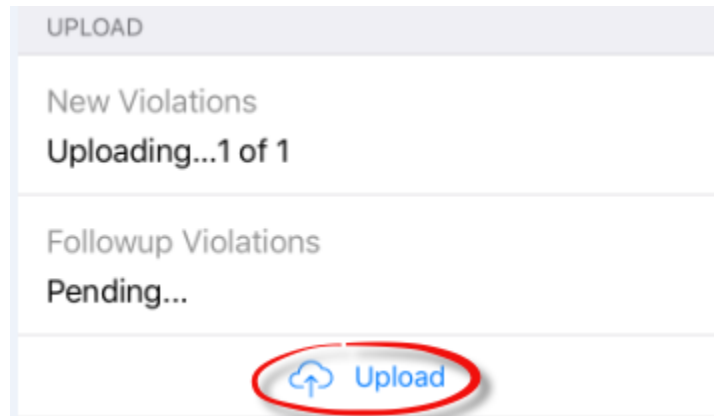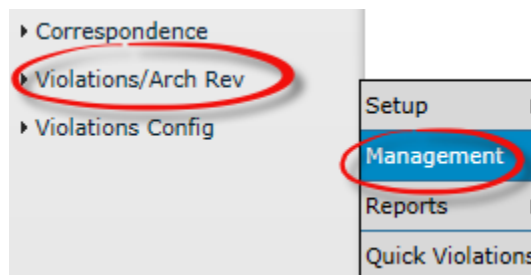Scroll down to the bottom of the screen and click Upload

Your violations are now uploaded into Yardi. To find them, click on Violations/Arch Rev - Management

Enter your Property, Type and Status – Click Submit. Once you Submit, you will see your Violation Count. Click on the number.

You may need to select more statuses, or, use the Clear button to clear your filters and start fresh. This example will show only the New violations, not the inspected followups.

Your violation(s) will appear. If you click on the Violation Notes, the violations box will appear. You can click Edit to add additional information into your template. Once completed, click Save. If you used a preloaded template, you probably won't need to edit anything and can skip this step.

To populate/print your letter, choose the correct Document, check mark the Merged Field, then click Create Document. **Be sure to select Attach To: OWNER to add a letter record on the owner record in Yardi.**

If you have absentee owners and you want to send a letter to the owner and the home itself to the renter, you will have to print two copies, one with Merge Names to the Owner Absentee (which they must be listed as on their record in Yardi,) and one to the tenant at the unit address. This is not routine protocol as we work with owners not their renters. If you have questions contact the Help Desk or the Training Department.

Next step is to set the status of these New violations to Letter 1 sent.

Now everyone will know that the letter was sent.

Statuses set up (as of 2/15/18):

Status
New
Letter 1 sent
Inspected 2
Letter 2 Sent
Inspected 3
Letter 3 sent
Inspected DP
Letter 4hearing Sent
Due Prcs Hearing ltr
Due Prcs Results
Completed and resolv

To update a group of letters – select which status to update on the Violation Management screen – for example, select NEW. Then on the left side you can select Change Status, and it will update the statuses.

As the violations are inspected in the field, you can Pass or Fail the inspection for each violation. If pass, they will be completed and resolved.

If Failed, they will go to the next step. If they are at Letter 1 sent, then set it as Inspected 2. So now, back in the office, you or whoever is printing up the next batch of letters, can see that they will need to print the New and Inspected letters, and then set those statuses up for where they are at the process.

If New > set to Letter 1 sent

If Inspected 2 > set to Letter 2 sent

If Inspected 3 > set to Letter 3 sent

If Inspected DP (Due Process Hearing being set up) > Set to Letter 4hearing Sent

If you find more or alternate options are needed, please contact the Training Department who will review your request and implement changes if approved, when possible.

Be sure you have attached the letters to the owners.

If you forgot, just select the needed letter(s), select **Attach To: Owner**, and hit Create Document again. Just don't print if you don't need another printed copy.

Deleting violation letters (example, sent to the wrong address)

Be sure if you have erroneously sent a letter to someone to delete it.

- ✓ First, go to the Owner Screen. Open Functions. Select Attachments. DETACH the letter.
- ✓ Second, go to Violation Management. Find the violation. Open the violation by clicking on the Violation Notes. Select Delete.
- ✓ Add the violation for the correct address if necessary.

Running Reports:

Current list of available reports:

1. From the Violation Management Screen- open the grid to display all of your new, letter 1 sent, or other categories, and you can export that into Excel.
2. Violation Summary – run this to get a summary report showing:
   a. Property
   b. Unit
   c. Owner tcode
   d. Owner name
   e. Violation previous date
   f. Violation start date
   g. Violation status
   h. Violation status date
   i. Violation Notes (only a set number of characters, not all detail)
   j. Inspection date
   k. Inspection status

3. Violation details – this report should show notes from all violation template paragraphs when selected. Current version is not functioning properly. Useful if printing up one unit's info at a time, but not good for a group of violations. You can select a specific date range to review.
4. Owner Violations – shows violations and arch apps processed, but has no date restrictions and no option to only show arch apps or violations but you can use this to review all arch apps or violations for an owner or unit, so that may be helpful for working with an individual owner. Again, not a good report to show a group of violations for multiple owners.
5. Arc Rev Summary report
   a. Property
   b. Unit
   c. Owner tcode
   d. Owner name
   e. Arch rev previous date
   f. Arch rev start date
   g. Arch status
   h. Arch status date
   i. Arch Notes (only a set number of characters, not all detail)
   j. Inspection date
   k. Inspection status
6. 6. Arch details
   a. This report shows all arch review details selected (notes, paragraph 1, 2 and 3) for each owner and you can select what dates to review.
7. The violation template and arch template reports just show you the wording in the templates themselves, so if you need to have a template edited, you can find that template in these reports and send them to Michele for editing.

Some reports in Yardi show just the unit number not a unit address. It may be helpful to keep a unit directory printed, and offer one to your Arch committees or violation checker uppers in the neighborhood. Most unit names are easy to decipher for the addresses, but in some cases the unit directory can affirm which unit is listed on other reports.