



ICON

PROPERTY GROUP
SERVICE BEYOND EXPECTATION

RENTALS PROCESS

1. The Landlord/Owner/Representative must first sign the rental mandate and provide FICA documentation (as per RMCP) for verification of either Natural or Juristic persons.
2. Proceed to load the Owner & the Property on TPN (if procurement only, then only STEP 1 is required).
3. Conduct an ingoing inspection of the property and list it on Red Rabbit (this step applies to procurement as well to safeguard the agency and agent).
4. Market the property to potential tenants.
5. Upon finding possible tenants, perform FICA checks (as per RMCP for verification of either Natural or Juristic persons), conduct credit checks, verify their workplace and salary, and contact references to ensure timely payments and responsible behavior towards the property.
6. Once all necessary checks are satisfactory, contact the owner with the tenant details and obtain their approval.
7. Now, proceed to load the tenant on TPN and arrange for them to sign the lease.
8. Issue an invoice to the tenant for payment, ensuring that all funds are transferred to our account and cleared (covering rent, contract fee, and deposit). This transaction should also be recorded on TPN.
9. Conduct the ingoing inspection with the tenants and have them sign the inspection report.
10. Transfer the rental payment to the Landlord and provide them with the invoice from TPN, including the payment details (ensure you have proof of the bank account before making any payments).
11. If Icon is managing the property, ensure prompt monthly payments and conduct inspections every 6 months. In case of maintenance issues, obtain quotations for the owners, and once they approve, proceed with the necessary repairs.
12. Rental agent must capture all his/her rental property details on his. Her PC, and every month when invoices are sent to tenants/landlords (If applicable), save the invoices under the respective property with the month and date. (This step does not apply to procurement). (this ensures that the agent is up to date with invoices sent to his/her clients)