DAVSUITE

DavSuite Properties

LANDLORD PORTAL GUIDE

For Customer Use

Powered by Davors Technologies

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Covers:How to manage your properties on the DavSuite Properties platform, and (Section 10) how to invite and manage a Facility Manager

Section 1 — Getting Started

This guide is for landlords using the DavSuite Properties portal. You do not need a staff account or the main DavSuite ERP — your portal is separate and built specifically for managing your own property portfolio.

1.1 Two Kinds of Landlord Account

There are two kinds of landlord accounts on DavSuite Properties: Davors-Managed, where Davors' own team runs the day-to-day property management for you, and Platform Only, where you manage everything yourself using the portal. If you're not sure which one you are, check your Dashboard - it tells you directly under your name.

Note

If you're Davors-Managed, most of the portal is view-only for you - you can see everything happening on your properties, but Davors staff handle approvals, payouts, and day-to-day actions on your behalf. If you're Platform Only, you manage everything yourself with no staff approval needed.

1.2 Signing Up

If you don't have an account yet, open the **DavSuite** portal chooser (at your workspace URL, often the site root), expand **DAVSUITE PROPERTIES**, choose **I'm a Landlord**, and click **Sign Up**. You can also use portal.davorstechnologies.com the same way. Fill in your name, email, phone, and address, and set a password. Your account starts as Platform Only and Pending - you can log in right away, but you'll see a "Pending Approval" screen until Davors staff review and approve your account. Once approved, your real dashboard becomes available.

1.3 Already Have an Account?

If Davors staff added your property to the platform on your behalf, you'll receive an invite by email and SMS once your account is approved, with a link to set your own password. After that, log in any time from the portal chooser under **I'm a Landlord** (or portal.davorstechnologies.com).

Password, OAuth, and MFA. The login page supports email and password, optional **Stay logged in**, and **Sign in with Google** where enabled. If MFA is required, you complete it on a follow-on screen.

Branding. The sidebar shows **DavSuite Properties** under your workspace name. The top bar may show **Real Estate Portal** as the subtitle — both refer to the same landlord product.

1.4 Getting Your Portfolio Onboarded

Once your account is approved, there are two starting points for getting your properties into the portal, depending on your situation.

- **Starting fresh.** if this is the first time your properties have been tracked digitally, add your first Property, then its Units, Tenants, and Leases directly in the portal as you go — see Section 3. There is no need to have everything ready on day one; add what you have and build up from there.
- **Migrating from another platform.** if you already track your portfolio in a spreadsheet or another system, gather the following before you begin so you can enter it in one sitting rather than several trips back to your old records: for each property, its name and address; for each unit, its unit number/name and monthly rent; for each tenant, their name, phone, and email; and for each lease, the tenant, unit, start date, end date, and rent amount. Entering properties before units, and units before leases, avoids having to stop partway through to look something up.

Note

There is currently no bulk spreadsheet upload for properties or tenants — everything is entered through the portal's own forms. Gathering your information beforehand, in the order above, is the fastest way through it.

Section 2 — Your Dashboard

Your Dashboard is your home screen and gives you an at-a-glance overview of your whole portfolio:

- **Occupancy —** how many of your units are occupied, as a percentage, with vacant units called out
- Rent collected this month, and your outstanding balance
- **Arrears aging —** how overdue any unpaid rent is, broken into 0–30, 31–60, and 60+ day buckets
- **Upcoming lease expirations —** leases ending in the next 30/60/90 days, so renewals don't catch you by surprise
- A 6-month rent collection trend, and a recent activity feed
- Open maintenance requests and open complaints
- **Net Profit (YTD and this month), Total Revenue, and Total Expenses —** a financial summary card with a Month/Year selector so you can look back at any period

Section 3 — Your Properties, Units, Tenants & Leases

The Real Estate section is where your actual portfolio lives.

- **Properties & Units —** Platform Only landlords can add, edit, and delete their own properties and units directly (a unit can't be deleted if it's occupied or has history). Each unit's status is Vacant, Occupied, Under Maintenance, or Application Hold. A Share button lets you send a unit's public application link to a prospective tenant.
- **Rental Applications —** share a unit's application link; when someone applies, review their details and Approve or Reject. Approving places a temporary hold on the unit while you finalize the lease.
- **Leases —** Platform Only landlords can create and edit leases directly, including setting the rent. Rent changes on an active lease need your own confirmation (or, for escalation clauses you've already set up, they happen automatically on schedule).
- **Lease detail page —** each lease's page is organized into tabs — Overview (lease details and security deposit), Charges (tenant charge categories and one-time charges), Documents (signature and move-in photos), and More (complaints) — with a summary bar at the top always showing status, rent, and deposit at a glance.
- **Lease signing —** every lease has an Acknowledgment panel (Unsigned / Sent / Partially Signed / Signed). You can download a full tenancy agreement PDF generated from the lease's actual details, or upload your own lease document instead if you prefer to use your own paperwork - once uploaded, that's what your tenant downloads.
- **Move-in condition photos —** upload a set of photos documenting the unit's condition at move-in, kept separately from the property's listing photos. Your tenant sees these (read-only) on their own Home screen, alongside the lease's Joint Inspection Sheet.
- **Tenant charge categories —** on the Charges tab of any lease, choose exactly which utilities and service costs are billed to that tenant — Water, Electricity, Refuse, Sewage, Security, Gardening, and Service Charge. Every category is off by default; enable only the ones you actually want billed. For each one you enable, choose Recurring (a flat monthly amount, added automatically each billing period by the rent ledger generator) or One-off (nothing generated automatically — you enter the actual charge manually each time a bill arrives, useful when the amount varies). Enabling a category never affects a lease retroactively — past charges stay as they were, and turning a category off stops future recurring charges without deleting anything already billed.
- **Early termination requests —** if a tenant asks to end their lease early from their own portal, you'll see it here to Approve or Reject.

Section 4 — Finance

- **Rent Ledger —** see every rent period and one-time charge for your tenants, and whether it's been paid.

- **Pending Facility Manager Collections —** if a Facility Manager you've invited (Section 10) has permission to collect rent or charges in cash or by Mobile Money, what they collect sits here as pending until you confirm or reject it — nothing is marked paid on your Rent Ledger until you do. This is a Platform Only feature; Davors-Managed portfolios don't have this section, since Davors staff handle collection directly.
- **One-Time Charges —** add an ad-hoc charge to a lease (e.g. a repair bill, or a variable utility bill you haven't set up as Recurring), optionally tagged with a category (Water, Electricity, etc.) so your tenant sees a clear label like "Water" instead of a generic charge. Your tenant sees it and pays it alongside their rent.
- **Statements —** downloadable, printable rent statements for a chosen period, useful for your own records or an accountant.
- **Receipts —** view, print, or download a receipt for any individual rent or one-time-charge payment. Security deposit collection and resolution (returned/forfeited/partially forfeited) each generate their own downloadable document too.
- **Expenses —** log your own running costs against a property (repairs, insurance, tax, utilities), with a photo of the receipt attached to each entry.

Davors-Managed landlords: your rent is collected into escrow and remitted to you as a Payout after Davors' management fee is deducted - you'll see your Payout history here, but Davors staff generate and remit these on your behalf.

Section 5 — Maintenance, Complaints & Terminations

Platform Only landlords approve or reject these themselves. Davors-Managed landlords see the same information, but Davors staff take the actions on your behalf.

- **Maintenance —** review repair requests from tenants, including any where the tenant has offered to fix something themselves at a stated cost - approving a self-fix credits that amount against their next rent instead of costing you anything out of pocket. When you mark a request completed, you can attach "after" photos of the finished work - your tenant then sees a before-and-after view of their own request.
- **Complaints —** respond to a tenant's complaint and mark it resolved. If you've invited a Facility Manager (Section 10), any complaint they file on your behalf shows the tenant a clear "From Facility Manager" label, and the same for one you file yourself, so it's always obvious who raised it.
- **Terminations —** approve or reject a tenant's request to end their lease early.

Section 6 — Reports

Vacancy Rate, Occupancy, Arrears Aging, and Income by Property, scoped to your own portfolio - each exportable to CSV or print for your records.

Section 7 — Announcements

Under **Real Estate → Announcements** (Platform Only landlords), send a message to your tenants — by email, SMS, and an in-app notification — targeting all of them, specific properties, specific leases, or specific tenants by name. Use **Templates** and **Campaigns** the same way as other DavSuite announcement modules.

Section 8 — Administration & My Account

Sidebar (Administration):

- **Workspace Settings** — contact details and workspace logo (shown in the portal header when you upload one; otherwise Davors Technologies branding).
- **Billing Settings** — tabs for **Billing** (Platform Only unit billing), **SMS credits** (prepaid wallet for tenant SMS), and **Payment** (Paystack sub-account for rent settlement). Platform Only landlords manage per-unit platform billing here; past-due billing may show a banner linking back to this page.
- **User Accounts** — tenant portal accounts: resend invite, reset password, deactivate/reactivate, open their lease.
- **Notification Contacts** — who receives operational alerts for your portfolio.
- **Login Activity** — recent sign-in history for your landlord users.

My Account (top-level sidebar, not under Administration):

- Profile, **change password**, **two-factor authentication** (MFA setup), and **push notification** preferences where enabled.

Ask DavSuite — floating **Ask DavSuite** chat on landlord screens for help using the portal (read-only guidance; it does not change your data).

Section 9 — Quick Reference

Term	Meaning
Davors-Managed D	avors' own team physically manages the property day-to-day; your portal is mostly view-only.
Platform Only Y	ou self-manage using the portal directly, with full control - no staff

	approval needed.
Lease Acknowledgment A	n in-app confirmation that a lease's terms have been reviewed - not a legal electronic signature.
One-Time Charge A	single ad-hoc charge added to a lease (e.g. a repair bill), separate from recurring rent.
Escrow W	here a Davors-Managed landlord's rent collects before the management fee is deducted and the rest is paid out.
Payout T	he amount actually remitted to a Davors-Managed landlord after the management fee is deducted.
Self-Fix Credit A	n approved cost for a tenant fixing their own minor repair, credited against their next rent.

Getting Help

If you run into a problem with the portal, contact your Davors Facilities contact.

Section 10 — Facility Managers

This section applies to Platform Only landlords. If you're Davors-Managed, our own team already fills this role — there's nothing to set up here.

A Facility Manager is a caretaker or property manager you invite to handle day-to-day work on your properties, with their own separate login — scoped to only the properties you assign, and only the tasks you allow.

10.1 For Landlords: Inviting and Managing a Facility Manager

- **Inviting one —** from Real Estate → Facility Managers, click Invite, and enter their name, email, and which of your properties they should be assigned to. They'll get an email with a link to set their own password.
- **Capabilities —** tick which of the following they can do: **Maintenance**, **Complaints**, **Inspections**, **Services** (cleaning and gardening visits), and **Collect rent** / **Collect charges**. By default, **Maintenance**, **Complaints**, **Inspections**, and **Services** are on; **rent/charge collection** is off until you enable it (Platform Only only — not on Davors-Managed portfolios).
- **Their portal —** a Facility Manager logs in at portal.davorstechnologies.com under "I'm a Facility Manager," and sees only the properties and tools you've assigned — never your financials, payouts, or account settings.
- **Collections —** if allowed, they can log a cash or Mobile Money collection from a tenant. It's held as pending until you confirm it (Section 4) — nothing hits your Rent Ledger as paid until you do, so a collection can never be marked paid without your say-so.

- **Editing or removing access —** from the same Facility Managers list, you can change their assigned properties or capabilities at any time, resend an invite that hasn't been accepted yet, or revoke their access outright.

10.2 For Facility Managers

Facility Managers have their own portal guide — see Facility Manager handbook.